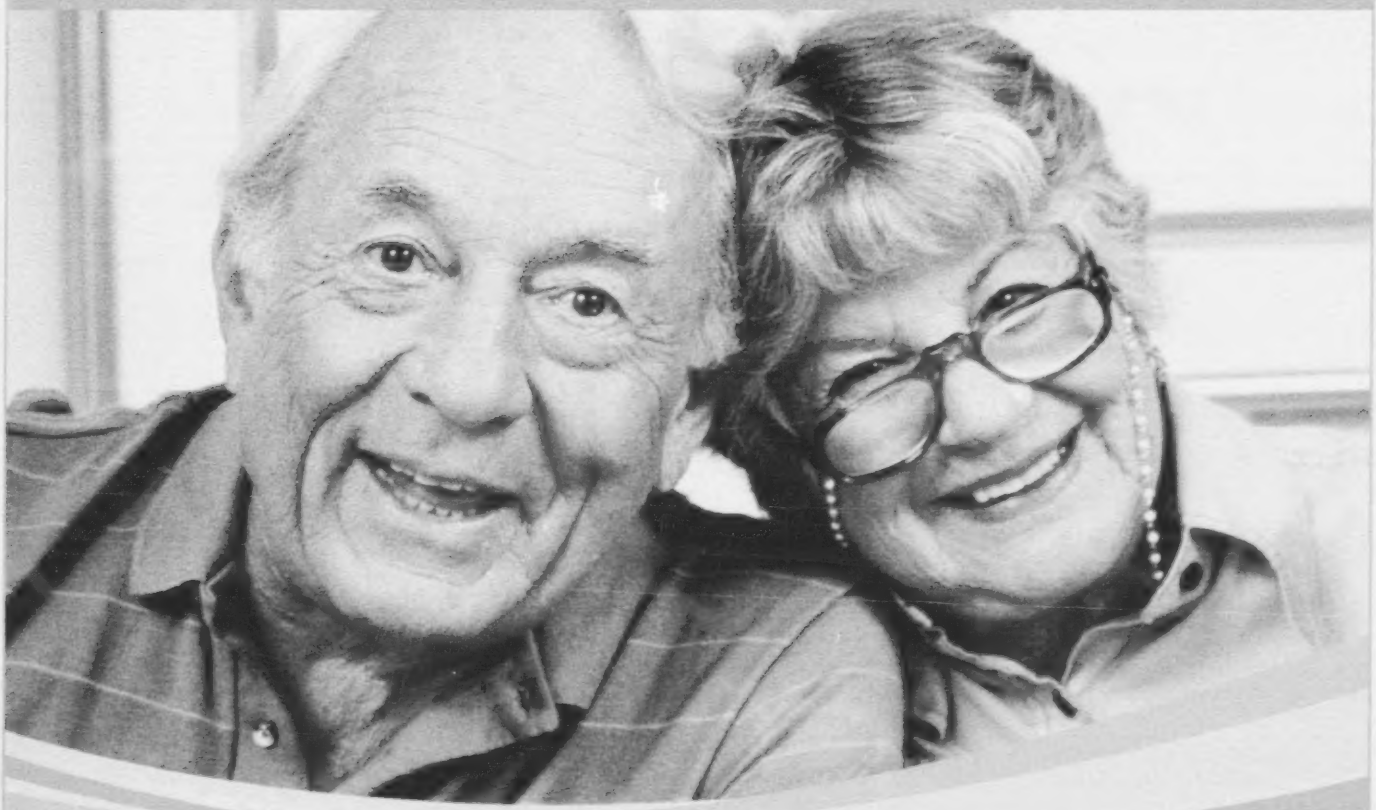

Seniors Programs and Services

INFORMATION GUIDE

2008 – 2009

Alberta

For more information about seniors
programs and services, please call:
Alberta Seniors and Community Supports
Toll-free anywhere in Alberta: **1-800-642-3853**
Edmonton: **780-427-7876**

Deaf or hearing impaired with TDD/TTY units:
Toll-free anywhere in Alberta: **1-800-232-7215**
Edmonton: **780-427-9999**

The information provided is subject to the provisions of the pertinent Government Acts and Regulations. Changes to programs, services, and office locations may occur after the publication of this booklet.

Permission is granted to reprint this document.

Published by: Alberta Seniors and Community Supports

August 2008

ISBN: 978 0 7785 6820 9

For information on
Programs and Services
for Seniors
please call:

1-800-642-3853

Edmonton 780-427-7876

or visit:

www.seniors.gov.ab.ca

Alberta
Seniors and
Community Supports

Don't Forget!

To help us improve this publication, please complete and return the survey at the back of this guide.

Your participation is greatly appreciated.

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Message from the Minister

As the Minister responsible for seniors, I am honoured to support the more than 370,000 seniors in our province. It is my pleasure to provide the 2008 – 2009 Seniors Programs and Services Information Guide to help seniors learn about the programs and services available to them.

The guide includes information on topics ranging from health services and pension programs to provincial seniors' benefits. Provincial government assistance includes help with dental and optical costs, special need expenses and the education portion of property taxes. As well the Alberta Seniors Benefit provides financial support in addition to federal benefits such as Old Age Security and Guaranteed Income Supplement.

Information on these and many other programs and services is available by calling the toll-free Seniors Information Line at 1-800-642-3853 or 780-427-7876 in Edmonton. More information is also available online at www.seniors.gov.ab.ca.

Thank you once again for your contributions to Alberta. I hope this guide helps you to remain active and involved with your family, friends and community.

Mary Anne Jablonski
Minister
Alberta Seniors and Community Supports

PROVINCIAL GOVERNMENT PROGRAMS

The following programs are offered by Alberta Seniors and Community Supports.

Alberta Seniors Benefit (ASB)

The Alberta Seniors Benefit program is based on income and provides a monthly cash benefit to eligible seniors. To be considered for a cash benefit, you must apply to the program.

General Eligibility Requirements

To be eligible for ASB, you must:

- be 65 years of age or older;
- be an Alberta resident for at least three months immediately before applying;
- be a Canadian citizen, or have been admitted into Canada for permanent residence (landed or sponsored immigrant); and
- have income within the limits allowed by the program.

Cash Benefit

The annual cash benefit is determined by four factors:

- the type of accommodation you live in;
- your marital/cohabitation status;
- your income (combined with the income of your spouse/adult interdependent partner); and
- whether you are eligible for the federal Old Age Security pension.

It is important that you notify the program whenever your personal information changes.

To ensure that a cash benefit is paid to those seniors most in need, the ASB program is based on income. The lower your income, the higher your cash benefit will be, within the maximum cash benefit allowed under the program.

If your annual income level changes, the level of your cash benefit in the following benefit year will also change.

Continued next page...

In general, single seniors with an income of $22,700 or less, and senior couples with a combined income of $36,900 or less, are eligible for a cash benefit. These income levels are guideline figures only, and are applicable for seniors whose income includes full Old Age Security pension. Since sources of income will vary from one individual to another, please see the *Alberta Seniors Benefit Information Booklet* for more information.

Program Cycle

The benefit year for the ASB program starts July 1 of the current year and ends June 30 of the following year. The program normally bases your cash benefit for the current program year on your income from the prior calendar year. An exception is made when applying to the program or receiving benefits from the program for the first time. In these situations, income for the current calendar year may be used to determine your eligibility.

You only need to apply once to the ASB program. You should receive an application package in the mail by your 65th birthday.

Your application package will contain instructions for completing the forms and information that you need to include with the completed application. For more information, contact:

Alberta Seniors and
Community Supports
Box 3100
Edmonton, AB T5J 4W3
Toll-free anywhere in Alberta:
1-800-642-3853
Edmonton: **780-427-7876**
Website: **www.seniors.gov.ab.ca**

Special Needs Assistance for Seniors

The Special Needs Assistance for Seniors program is based on income and provides a lump-sum cash payment to eligible low-income seniors. This program provides assistance with allowable one-time or extraordinary expenses. The amount funded depends on income level and the type of expense.

Like the Alberta Seniors Benefit program, the Special Needs Assistance for Seniors program is based on income to ensure that assistance goes to those seniors most in need.

General Eligibility Requirments

To be eligible for the Special Needs Assistance for Seniors program, you must:

- be 65 years of age or older;
- have lived in Alberta for at least three months before applying;
- have completed an application for the Alberta Seniors Benefit program or the Dental and Optical programs;
- have submitted a completed Special Needs Assistance for Seniors application form; and
- have income within the threshold.

Single Senior Annual Income	**Funding Level**
Less than $18,300	Primary and Secondary items*
$18,301 - $22,700	Primary items only
Over $22,700	No funding

Senior Couple Annual Income	**Funding Level**
Less than $28,700	Primary and Secondary items*
$28,701 - $36,900	Primary items only
Over $36,900	No funding

* For more information, see www.seniors.gov.ab.ca, or call 1-800-642-3853 and request a Special Needs Assistance for Seniors application package.

Continued next page...

Generally, seniors who are receiving a cash benefit from the Alberta Seniors Benefit program may receive assistance from Special Needs Assistance for Seniors.

Available Assistance

The maximum benefit available from the program is $5,000 in a benefit year.

Assistance is available for allowable special needs such as appliances, certain medical expenses and the cost of some home repairs.

Special Needs Assistance for Seniors is a program of last resort. All other sources of funding and support, including informal support, must be used before applying to the Special Needs Assistance for Seniors program. Listed are a few examples of provincial and federal government programs that offer assistance:

Provincial Government Programs:

- Alberta Aids to Daily Living
- Alberta Monitoring for Health
- Residential Access Modification Program

Federal Government Programs:

- Guaranteed Income Supplement
- Residential Rehabilitation Assistance
- Emergency Repair
- Home Adaptations for Seniors' Indepenence

These are just a few of the programs and services that are described in this guide. Before applying to the Special Needs Assistance for Seniors program, please check to see if you are receiving all of the other provincial and federal benefits available.

How To Apply

If you have used all other sources of funding and meet all eligibility criteria, you can apply to the program by submitting a completed Special Needs Assistance for Seniors application. If you have not already done so, you will be asked to first submit an Alberta Seniors Benefit application.

More Informataion

If you would like an application or more information on the Special Needs Assistance for Seniors program, contact:

Alberta Seniors and Community Supports
Box 3100
Edmonton, AB T5J 4W3
Toll-free anywhere in Alberta:
1-800-642-3853
Edmonton: **780-427-7876**
Website: **www.seniors.gov.ab.ca**

Income Programs for Non-Seniors

Alberta Employment and Immigration assists non-seniors who have little or no income, or those with special circumstances by providing Alberta Works Income Support.

Income Support is a program that provides financial and health benefits and training to Albertans who do not have the means to support themselves. Assets and income are taken into account to determine eligibility and benefit level. Individuals who receive Old Age Security, Guaranteed Income Supplement, Allowance/Allowance for the Survivor and Canada Pension Plan benefits are unlikely to be eligible for assistance from this program.

For more information on Income Support, contact:

Alberta Works Contact Centre
Toll-free anywhere in Alberta:
1-866-644-5135
Edmonton: **780-644-5135**
Website: **www.employment.alberta.ca**
E-mail: iscc@gov.ab.ca

Assured Income for the Severely Handicapped

Alberta Seniors and Community Supports offers the Assured Income for the Severely Handicapped (AISH) program. This program provides financial and health benefits to adult Albertans with a permanent and severe disability who are unable to support themselves. Assets, income, age and residency are also taken into account in determining eligibility and benefit levels. Applicants receiving an Old Age Security pension are not eligible to receive AISH.

For more information about AISH, contact:

Assured Income for the Severely Handicapped (AISH)
Toll-free anywhere in Alberta:
1-866-477-8589
Edmonton: **780-644-1364**
Website: **www.seniors.gov.ab.ca**

FEDERAL GOVERNMENT PROGRAMS

The Government of Canada administers the Old Age Security benefits, which include the Guaranteed Income Supplement, Allowance Benefits and the Canada Pension Plan.

Contact **Service Canada** to:

- obtain information about benefits;
- change your address;
- request income tax deductions from benefits;
- obtain application forms;
- change information that may affect your entitlement to benefits; or
- make an appointment.

Throughout Alberta, call toll-free:

English: **1-800-277-9914**
French: **1-800-277-9915**
TTY: **1-800-255-4786**
Hours of Operation:
8:30 a.m. – 4:30 p.m.
Website: **www.servicecanada.gc.ca**

Old Age Security Pension

To be eligible for the federal Old Age Security pension (OAS), you must:

- be at least age 65 (you do not need to be retired);
- be a legal resident of Canada; and
- have lived a minimum of 10 years in Canada after the age of 18.

You must apply for this pension. If possible, send in your application six months before your 65th birthday.

Guaranteed Income Supplement

The Guaranteed Income Supplement (GIS) is available to seniors who receive the OAS pension and have little or no other income.

Eligibility for this supplement and the amount of the supplement that you receive depends on:

- marital status, and
- total family income in the previous calendar year. If you are married or living common-law, the income of your spouse or common-law partner is included.

The GIS is added to the federal OAS cheque each month. An application must be submitted to receive this benefit.

To continue receiving GIS benefits each year, you must submit a renewal form or file an income tax return by April 30. Couples must file separate income tax returns.

Allowance/Allowance for the Survivor

The Allowance is paid to the spouse or partner of a senior receiving GIS.

To be eligible you must:

- be age 60 through 64, and
- have lived in Canada a minimum of 10 years after the age of 18.

The amount of the Allowance depends on a couple's combined income in the previous calendar year.

People who may be eligible for the Allowance should apply six months before their 60th birthday. It may be applied for any time between ages 60 and 64 and could continue until the age of 65.

The Allowance for the Survivor is available to a widow or widower of a legal marriage or common-law partnership who has little or no other income and who is between the ages of 60 and 64.

The amount of Allowance for the Survivor depends on the applicant's income in the previous calendar year. An application must be submitted to receive this benefit. To continue receiving the Allowance or Allowance for the Survivor, you must file an income tax return by April 30 each year. Your Allowance or Allowance for the Survivor will automatically be renewed. If you do not file your income tax, you must complete a renewal form.

Canada Pension Plan

The federal government administers the Canada Pension Plan (CPP). You contribute to the CPP through employment or self-employment. There are different CPP benefits. Application forms are available at any Service Canada Centre by calling 1-800-277-9914, or on the website at **www.servicecanada.gc.ca**.

Retirement Pension

You may be eligible for a retirement pension if you have paid into CPP for at least one year. You may start receiving your CPP retirement pension as early as age 60, at a reduced rate, providing you have ceased or substantially ceased working. If possible, submit your application six months before you want the pension to begin.

Continued next page...

A spouse, or common-law partner in an ongoing relationship, can apply to share CPP retirement pension payments. Even if only one of you has been a contributor to the CPP, that one pension can still be shared. Both of you must be at least age 60 and both of you must have applied for any CPP retirement pension that you are eligible to receive.

Once you begin receiving your retirement pension, you can no longer contribute to the CPP if you return to work and you should inform your employer, who should discontinue CPP contributions.

Disability Benefits

CPP pays a monthly benefit to people who:

- are under the age of 65,
- have contributed to CPP, and
- are disabled according to CPP legislation.

The **Disabled Contributor's Child's Benefit** is a monthly benefit for dependent children of a disabled contributor.

Survivor Benefits

There are three types of survivor benefits.

- The **death benefit** is a one-time payment to, or on behalf of, the estate of a deceased CPP contributor.
- The **survivor pension** is a monthly pension paid to the surviving spouse or common-law partner of a deceased contributor.
- The **surviving child's benefit** is a monthly benefit for dependent children of a deceased contributor.

Child Rearing Provision

Months of low or zero earnings spent caring for your child under the age of seven, born after December 31, 1958, may be excluded from the calculation of your pension. This ensures that reduced earnings during the first seven years of your child's life do not result in lower pension benefits in the future.

Credit Splitting (After Divorce or Separation)

When a legal marriage or common-law partnership ends in divorce or separation, CPP credits may be divided. Your divorce or separation must have occurred after January 1, 1987 and you must have been separated for at least one year.

Housing

PROVINCIAL GOVERNMENT PROGRAMS

The following programs are offered by Alberta Seniors and Community Supports.

Education Property Tax Assistance for Seniors

The Education Property Tax Assistance for Seniors program provides an annual rebate to assist senior homeowners with the year-to-year increases in the education portion of their property taxes.

The program is not based on income.

A base year is set to determine eligibility for a rebate. The rebate amount is the difference in the education tax amount between the base year and the amount in the following years.

For most seniors, the base year is 2004.

Please note that if you turned 65 or have moved since 2004, the base year will be determined based on the year in which the event occurred.

General Eligibility Requirements

To be eligible for the Education Property Tax Assistance for Seniors program you must:

- be 65 years of age or older;
- be an Alberta resident;
- own a residential property in Alberta; and
- have had an increase in the education portion of your property taxes.

Applying

The Education Property Tax Assistance for Seniors program has partnered with some municipalities to automatically enroll seniors in this program. If we cannot automatically enroll you through this process, you will be sent a letter requesting your property tax information.

Continued next page...

In general, cheques are mailed in the summer after the property tax notices have been issued.

For more information, or to get an application form for the Education Property Tax Assistance for Seniors Program, contact:

Alberta Seniors and Community Supports
Toll-free anywhere in Alberta:
1-800-642-3853
Edmonton: **780-427-7876**
Website: **www.seniors.gov.ab.ca**

Seniors Lodge Program

Lodge accommodation offers single or double bedrooms, meals, housekeeping, linen/laundry and recreational services to seniors.

Seniors whose income falls within local limits and who are functionally independent, with or without the help of existing community based services, are eligible to apply for this program through their local management body. Applicants are prioritized on the basis of need. Community residency requirements may be in place.

The local management body sets lodge rates and administers the lodges. To assist lower-income residents, management bodies must ensure that each resident has at least $265 per month in disposable income after lodge accommodation costs.

For more information about the Seniors Lodge program, contact:

Supportive Living Programs
10405 Jasper Avenue NW
Edmonton, AB T5J 4R7
Edmonton: **780-644-8749**
Website: **www.seniors.gov.ab.ca**

In all other areas of the province, call the **Government of Alberta Call Centre** at **310-0000** to be connected toll-free.

Your local management body has detailed information about lodges and self-contained living in your area. For assistance contacting a management body, contact:

Alberta Seniors and Community Supports
Toll-free anywhere in Alberta:
1-800-642-3853
Edmonton: **780-427-7876**
Website: **www.seniors.gov.ab.ca**

Seniors Self-Contained Housing

The Seniors Self-Contained Housing program provides affordable apartments for low-income seniors who cannot afford private sector accommodation.

Seniors whose income falls within local limits and who are functionally independent, with or without the help of existing community-based services, are eligible to apply for this program through their local management body. Applicants are prioritized on the basis of need and rent is based on 30 per cent of a household's adjusted income . Community residency requirements may be in place.

For more information about the Seniors Self-Contained Housing program, contact:

Alberta Housing and Urban Affairs
Edmonton: **780-422-0122**

In all other areas of the province, call the **Government of Alberta Call Centre** at **310-0000** to be connected toll-free.

Residential Access Modification Program (RAMP)

Homeowners and tenants (if the landlord agrees) may apply to receive a provincial government grant to assist with modifications that improve wheelchair access into and within their personal residences. See pgs 36-37 for more information.

FEDERAL GOVERNMENT PROGRAMS

The programs in this section are for low-income citizens. Household income must be less than the Core Need Income Threshold established by the federal government. The income limits depend on where the property is located and how many people live in the house.

Residential Rehabilitation Assistance Program (RRAP)

For People with Disabilities

This program is for low-income homeowners regardless of the age of the occupants. The house can be new, but construction must be substantially complete, and the house must meet a minimum standard of health and safety. The program provides an income-based forgivable loan for modifications such as wheelchair accessibility or other mobility adaptations, allergy related modifications, and funding to help with age-related disabilities and hearing or sight impairments. The forgivable loan

Continued next page...

does not have to be repaid as long as the property is owned and occupied for one to five years after the work is completed (depending on the amount of the loan received). Funds are also available to the owners of rental units.

For Homeowners

This program is for low-income homeowners regardless of the age of the occupants. The house must be at least five years old and be in need of at least one major repair. The program provides an income-based forgivable loan for major repairs required to bring the home up to a minimum standard of health and safety. The forgivable loan does not have to be repaid as long as the property is owned and occupied for one to five years after the work is done (depending on the amount of loan received).

Home Adaptations for Seniors' Independence (HASI)

This program is for minor-home adaptations to help low-income seniors live in their own homes longer. The program provides a forgivable loan of up to $3,500 for adaptations such as handrails, grab bars, deadbolts, lowering kitchen cupboards, adding shelving at a convenient height, additional light fixtures, additional electrical outlets, etc. The forgivable loan does not have to be repaid as long as the property is owned and occupied for six months after the work is complete. Funds are also available to the owners of rental units.

Emergency Repair Program (ERP)

The Emergency Repair Program is for low-income homeowners in rural areas for emergency repairs required for continuing safe occupancy. This program is intended for homes that cannot be brought up to minimum standards through the Residential Rehabilitation Assistance program. This program provides a grant for repairs such as heating systems, chimneys, doors, windows, etc.

For more information on the above housing programs and Core Need Income Thresholds, please contact the Canada Mortgage and Housing Corporation (CMHC) at:

Edmonton
CMHC
Standard Life Centre
210, 10405 Jasper Avenue NW
Edmonton, AB T5J 3N4
Phone: **780-423-8700**
Fax: 780-423-8702

Calgary
CMHC
200, 1000 7 Avenue SW
Calgary, AB T2P 5L5
Phone: **403-515-3000**
Fax: 403-515-2930
TTY: **1-800-309-3383**

Outside these areas, call toll-free **1-877-499-7245.**

Other Information

The CMHC has a variety of publications and videos available on housing related topics, such as housing options for seniors and handicapped accessible homes. Please contact:

Canada Mortgage and Housing Corporation
Toll-free: **1-800-668-2642**
Website: **www.cmhc schl.gc.ca**

FINDING ACCOMMODATION

Seniors Housing Registries

Housing registries have lists of senior citizens apartments, lodges and management bodies. They can also help you find private accommodation. Housing registries for seniors are located at:

Calgary
Kerby Centre
1133 7 Avenue SW
Calgary, AB T2P 1B2
Phone: **403-705-3230**
Website: **www.kerbycentre.com**

Edmonton
SAGE – Seniors Association of Greater Edmonton
15 Sir Winston Churchill Square NW
Edmonton, AB T5J 2E5
Phone: **780-423-5510**
E-mail: info@Mysage.ca
Website: **www.mysage.ca**

Native Seniors' Centre
Cottage E
10107 134 Avenue NW
Edmonton, AB T5E 1J2
Phone: **780-476-6595**

If a housing registry is not available in your area, contact:

- your local information centre, listed on pages 25-27;
- Family and Community Support Services Office, listed in your telephone directory; or
- the Alberta Seniors Information Line, listed on page 21.

Continued next page...

Provincial Seniors Housing Registry
The Alberta Senior Citizens' Housing Association (ASCHA) has a free internet-based provincial housing registry for online searches by location, organization, project, support services and application criteria. For more information, visit the website at **www.ascha.com.**

Landlord and Tenant Information

The *Residential Tenancies Act* identifies how a landlord or tenant may end a tenancy, how and when rent can be increased, remedies available to landlords and tenants, and security deposit requirements. For more information or to obtain a copy of the tipsheet *Information for Landlords and Tenants*, contact Service Alberta at:

Toll-free: **1-877-427-4088**
Edmonton: **780-427-4088**
Website: **www.servicealberta.ca**

Information and Referral

ALBERTA SENIORS INFORMATION LINE

The Alberta Seniors Information Line is a toll-free telephone service available throughout Alberta. It caters to the information needs of Alberta seniors, their families, caregivers and support groups. Detailed information about the Alberta Seniors Benefit, Special Needs Assistance, Dental Assistance, Optical Assistance and Education Property Tax Assistance programs is available by using the toll-free line. The information line staff also provide information on other programs and services for seniors living in Alberta, as well as referrals to government and non-government services and programs. For information, please call:

Toll-free anywhere in Alberta:
1-800-642-3853
Edmonton: **780-427-7876**

Note: Please have your Alberta Health Care Card ready when calling.

SENIORS INFORMATION SERVICES OFFICES

The offices are located across Alberta and provide information services through presentations, displays and workshops for seniors and service providers. See map on page 22.

Northwest Region-Grande Prairie
Phone: **780-538-5300**
Fax: 780-538-5308
*Please call for appointment

Northeast Region-St. Paul
Phone: **780-645-6297**
Fax: 780-645-6260
*Please call for appointment

Yellowhead Region-Stony Plain
Phone: **780-968-6552**
Fax: 780-968-6553
*Please call for appointment

Continued next page...

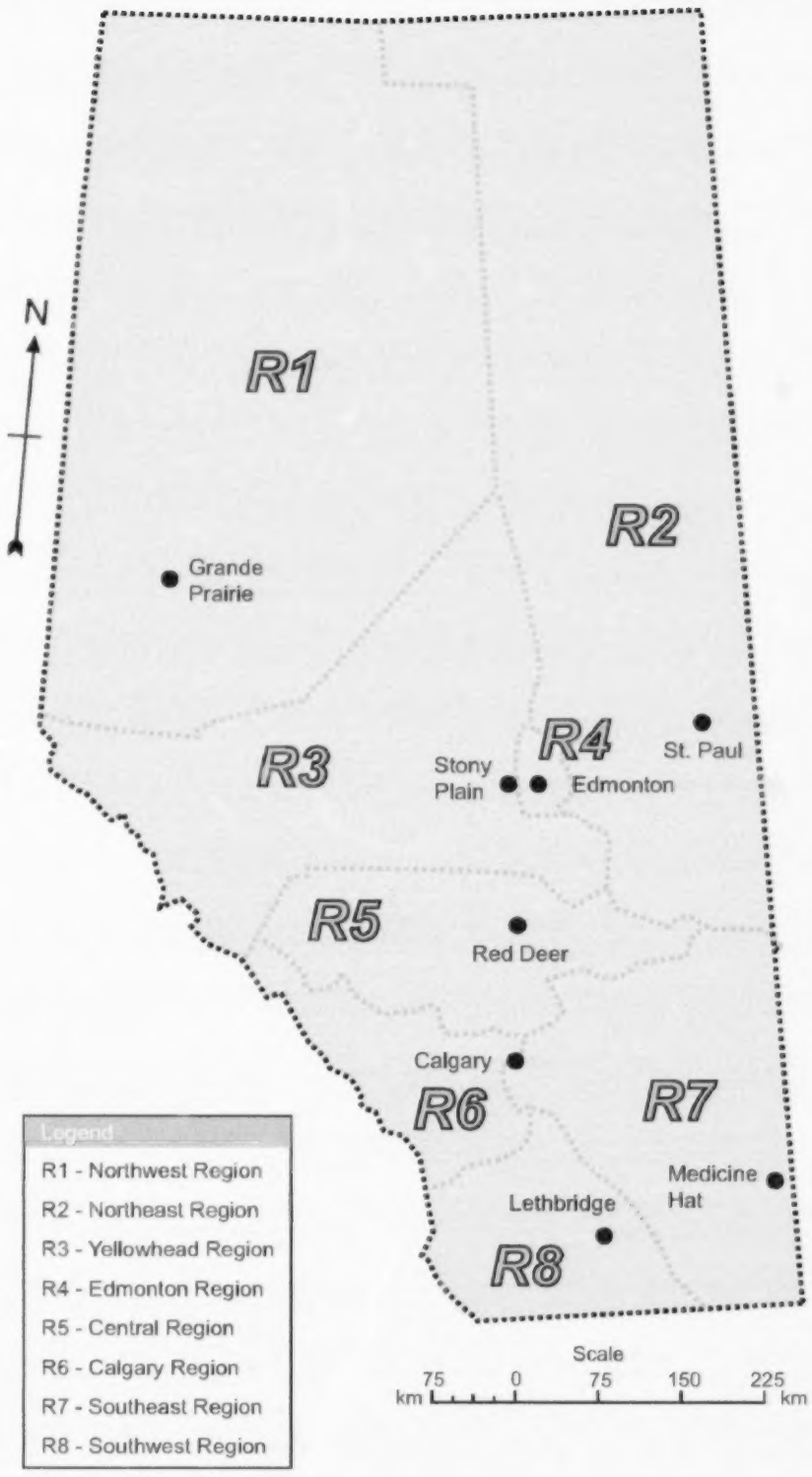
Edmonton Region
Main Floor, Standard Life Centre
10405 Jasper Avenue NW
Edmonton, AB T5J 4R7
Phone: **780-427-7876**
Fax: 780-422-6301

Central Region-Red Deer
Phone: **403-340-7647**
Fax: 403-340-7899
*Please call for appointment

Calgary Region
Phone: **403-705-3246**
Fax: 403-705-3241
*Please call for appointment

Southeast Region-Medicine Hat
Phone: **403-529-3156**
Fax: 403-526-8813
*Please call for appointment

Southwest Region-Lethbridge
Phone: **403-381-5469**
Fax: 403-382-4533
*Please call for appointment



GOVERNMENT OF ALBERTA CALL CENTRE TOLL-FREE 310-0000

You can reach any provincial government program, toll-free, by calling the Government of Alberta Call Centre. Staff are available to answer your questions and direct your calls Monday to Friday, 8:00 a.m. to 6:00 p.m. To use this service anywhere in Alberta, dial **310-0000** and enter the 10 digit provincial telephone number, or dial zero, or stay on the line for assistance.

Example: If you are calling Alberta Health and Wellness from outside the Edmonton area, dial toll-free **310-0000**, and then **780-427-1432**. (In Edmonton, dial **780-427-1432** directly.)

For toll-free, province wide access from a cellular telephone, enter
#310 (Telus/Bell) or
*310 (for Rogers Wireless).

Deaf callers only (requires TTY unit):
Toll-free anywhere in Alberta:
1-800-232-7215
Edmonton: **780-427-9999**

SERVICE ALBERTA – CONSUMER CONTACT CENTRE

The Consumer Contact Centre provides information to consumers about their rights and responsibilities in the marketplace. It also provides information and advice about dealing with consumer complaints.

Consumer tipsheets are available at no charge by calling the Consumer Information Centre or visiting the department's website. For more information, contact:

Toll-free anywhere in Alberta:
1-877-427-4088
Edmonton: **780-427-4088**
Website: **www.servicealberta.ca**

Service Canada Call Centre

For information regarding Old Age Security (OAS), Guaranteed Income Supplement (GIS) or Canada Pension Plan (CPP) benefits, contact the Service Canada Call Centre:

English: **1-800-277-9914**
French: **1-800- 277-9915**
TTY: **1-800-255-4786**
Hours of Operation:
8:30 a.m. – 4:30 p.m
Website: **www.hrsdc.gc.ca**

Service Canada Centres

The federal government has offices throughout the province that you can visit to obtain information about OAS, GIS and CPP benefits. For more information, or to book an appointment to see a Service Delivery Agent, call the Service Canada Call Centre above.

Service Canada Centres

Edmonton
Main Floor, Canada Place
9700 Jasper Avenue NW
Edmonton, AB T5J 4B8

Meadowlark Shopping Centre
120, 15710 87 Avenue
Edmonton, AB T5R 5W9

Hours of Operation (both offices):
8:30 a.m. – 4:30 p.m.* Monday to Friday
**except Tuesday: 10:00 a.m. – 4:30 p.m.*

Calgary
270 Harry Hays Building
220 4 Avenue SE
Calgary, AB T2G 4X3

Hours of Operation:
8:30 a.m. – 4:30 p.m.* Monday to Friday
**except Wednesday: 9:30 a.m. – 4:30 p.m.*

Grande Prairie
100, 9845 99 Avenue
Grande Prairie, AB T8V 0R3

Hours of Operation:
8:30 a.m. – 4:00 p.m. Monday to Friday

Lethbridge
East Entrance
200 5 Avenue S
Lethbridge, AB T1J 4L1

Hours of Operation:
8:30 a.m. – 4:15 p.m. Monday to Friday

Red Deer
First Red Deer Place
2nd Floor, 4911 51 Street
Red Deer, AB T4N 6A1

Hours of operation:
8:30 a.m. – 4:30 p.m. Monday to Friday

Outreach Program

The Government of Canada offers an Outreach Program that raises public awareness about the Canada Pension Plan and Old Age Security. It works with community partners to provide information and services. For more information, contact the Service Canada Call Centre (see page 24).

LAWYER REFERRAL SERVICE

The Lawyer Referral Service of the Law Society of Alberta can provide you with the names of three lawyers if you can afford to pay for a lawyer, but do not know of one who can help you. You receive the first half hour of discussion free of charge. During that time, you can discuss fees and decide whether you want to use the lawyer you have contacted.

For information, contact:
Lawyer Referral Service Office
Toll-free: **1-800-661-1095**
Calgary: **403-228-1722**

For information on the Legal Aid Society, see page 51.

LOCAL INFORMATION AND REFERRAL CENTRES

Many communities have local seniors' information centres.

Calgary

Kerby Centre
1133 7 Avenue SW
Calgary, AB T2P 1B2
Phone: **403-705-3246**
Fax: 403-705-3241
E-mail: info@kerbycentre.com
Website: **www.kerbycentre.com**

Calgary Seniors' Resource Society
3639 26 Street NE
Calgary, AB T1Y 5E1
Phone: **403-266-6200**
Fax: 403-269-5183
Website: **www.calgaryseniors.org**

Continued next page...

Camrose

Service Options for Seniors
Camrose and District Senior Centre
104, 4909A 48 Street
Camrose, AB T4V 1L7
Phone: **780-672-4131**
Fax: 780-679-0194
E-mail: kimwil@cablelynx.net
Website: **www.camroseseniorsinfo.ca**

Edmonton

SAGE — Seniors Association of Greater Edmonton
15 Sir Winston Churchill Square NW
Edmonton, AB T5J 2E5
Phone: **780-423-5510**
Fax: 780-426-5175
E-mail: info@Mysage.ca
Website: **www.mysage.ca**

The Support Network — Edmonton's Crisis and Information Centre
400, 10025 106 Street NW
Edmonton, AB T5J 1L7
Phone: **211** or **780-482-INFO (4636)**
Fax: 780-488-1495
Website: **www.thesupportnetwork.com**

Fort McMurray

Salvation Army Seniors
9919 MacDonald Avenue
Fort McMurray, AB T9H 1S7
Phone: **780-743-4135**
Fax: 780-791-2909

Grande Prairie

Grande Prairie and Area Council on Aging Seniors Outreach
102, 9905 101 Avenue
Grande Prairie, AB T8V 0X7
Phone: **780-539-6255**
Fax: 780-538-1115
E-mail: seniors outreach@telus.net

Lacombe

Family and Community Support Services
5102B 50 Avenue
Lacombe, AB T4L 1K6
Phone: **403-782-6637**
Fax: 403-782-6639

Lethbridge

Lethbridge Senior Citizens Organization
500 11 Street S
Lethbridge, AB T1J 4G7
Phone: **403-320-2222**
Fax: 403-320-2762
Website: **www.lethseniors.com**

Nord-Bridge Senior Citizens Association
1904 13 Avenue N
Lethbridge, AB T1H 4W9
Phone: **403-329-3222**
Fax: 403-329-8824
E-mail: friendly@nordbridgeseniors.com
Website: **www.nordbridgeseniors.com**

Medicine Hat

Strathcona Centre
1150 5 Street SE
Medicine Hat, AB T1A 8C7
Phone: **403-529-8307**
Fax: 403-529-8369

Veiner Centre
225 Woodman Avenue SE
Medicine Hat, AB T1A 3H2
Phone: **403-529-8383**
Fax: 403-529-8382
Website: **www.medicinehat.ca/veiner**

Red Deer

Golden Circle Senior Resource Centre
4620 47 Avenue
Red Deer, AB T4N 6C3
Phone: **403-343-6074**
Fax: 403-343-7977
E-mail: info@goldencircle.ca
Website: **www.goldencircle.ca**

Sherwood Park

Strathcona County Seniors Referral & Information Line
100 Ordze Avenue
Sherwood Park, AB T8B 1M6
Phone: **780-464-4265**
Fax: 780-449-1354
E-mail: ivc@shaw.ca
Website: **www.ivcstrathcona.org**

St. Albert

St. Albert Senior Citizens' Club
7 Tache Street
St. Albert, AB T8N 2S3
Phone: **780-459-0433**
Fax: 780-459-9588
E-mail: seniorcc@telus.net
Website: **www.stalbertseniorsclub.org**

Wainwright

Wainwright & District Support Services
902 5 Avenue
Wainwright, AB T9W 1C7
Phone: **780-842-2777**
Fax: 780-842-5783

Continued next page...

Contact information for many local seniors centres can be found in the *Directory of Seniors' Organizations in Alberta*. This publication is available on the Alberta Seniors and Community Supports website at **www.seniors.gov.ab.ca.**

PROVINCIAL ORGANIZATIONS FOR SENIORS

Seniors Advisory Council for Alberta

The Seniors Advisory Council for Alberta is a government appointed body that reports to the Minister of Seniors and Community Supports. A Member of the Legislative Assembly, appointed by the Premier, chairs the council. Members represent six regions of the province, with one additional representative each from the Alberta Medical Association and Alberta universities.

Members of the Seniors Advisory Council for Alberta consult with seniors and seniors' organizations, and hold meetings throughout the province to gather their suggestions and feedback. Through these interactions, the council makes recommendations to the government on legislation and policies affecting seniors and the coordination of programs and services for seniors.

Since 1986, the council has led the annual provincial Seniors' Week. The focus of Seniors' Week is to promote a greater understanding of aging and the contributions that seniors make to Alberta society.

Council members are interested in the concerns of all Alberta's seniors. To share your comments or to meet with council members, contact:

Seniors Advisory Council for Alberta
Phone: **780-422-2321**
Fax: 780-422-8762
E-mail: saca@gov.ab.ca
Website: **www.seniors.gov.ab.ca**

In all other areas of the province, call the **Government of Alberta Call Centre** at **310-0000** to be connected toll-free.

Alberta Council on Aging

The Alberta Council on Aging is a province-wide charitable organization of groups and individuals interested in issues related to Alberta's aging population and has also been involved in the development and marketing of the Senior Friendly™ Program.

A Senior Friendly™ Toolkit and the video *Friendly Seniority* were developed to assist businesses, seniors organizations, governments and communities in training staff and community members to support seniors in their communities by:

- creating awareness of seniors' needs and their power as consumers;
- showing service providers the value of changing attitudes and behaviors towards seniors; and
- enhancing the service skills of businesses and agencies to improve the way they serve seniors to improve the quality of life for seniors.

Annual membership fees apply.

For information, contact:

Alberta Council on Aging
210, 14964 121A Ave
Edmonton, AB T5V 1A3
Edmonton: **780-423-7781**
Toll-free: **1-888-423-9666**
Fax: 780-425-9246
E-mail: info@acaging.ca
Website: **www.acaging.ca**

Dental Assistance for Seniors

The Dental Assistance for Seniors program provides eligible seniors with assistance for basic dental services that help maintain a reasonable level of dental health. The program provides up to $5,000 every five years for eligible services.

General Eligibility Requirements

To qualify, you must:

- be 65 years of age or older;
- live in Alberta for at least three months before applying;
- be a Canadian citizen, or admitted to Canada for permanent residence (landed immigrant); and
- have an income level within the qualifying thresholds.

The amount of coverage you will receive is based on income. Single seniors with a total annual income less than $31,325 will qualify for some assistance under this program. Senior couples with a total combined annual income less than $62,650 will also qualify for some assistance under this program.

Single Senior Annual Income	**Benefit:**
$0 - $21,325	Maximum coverage
$21,326 - $31,325	Partial coverage
Over $31,325	No coverage

Senior Couple Annual Income	**Benefit**
$0 – $42,650	Maximum coverage
$42,651 - $62,650	Partial coverage
Over $62,650	No coverage

Continued next page...

Seniors who have previously applied for the Alberta Seniors Benefit or Optical Assistance for Seniors programs are automatically enrolled in this program and do not need to apply. All other seniors need to apply for the Dental Assistance for Seniors program to determine eligibility.

Optical Assistance for Seniors

The Optical Assistance for Seniors program reimburses seniors up to a maximum of $230 every three years for prescription eyeglasses.

General Eligibility Requirements

To qualify, you must:

- be 65 years of age or older;
- live in Alberta for at least three months before applying;
- be a Canadian citizen, or admitted to Canada for permanent residence (landed immigrant); and
- have an income level within the qualifying thresholds.

The amount of coverage you will receive is based on income.

Single Senior Annual Income	**Benefit**
$0 - $21,325	$230
$21,326 - $31,325	$115
Over $31,325	$0

Senior Couple Annual Income	**Benefit**
$0 – $42,650	$230
$42,651 - $62,650	$115
Over $62,650	$0

Most single seniors with a total annual income less than $31,325 will qualify for the program. Most senior couples with a total combined annual income less than $62,650 will also qualify.

Seniors who have previously applied for the Alberta Seniors Benefit or Dental Assistance for Seniors programs are automatically enrolled in this program and only need to provide a photocopy of a valid optical receipt to be considered for benefits. This receipt can be mailed to:

Optical Assistance for Seniors
Alberta Seniors and
Community Supports
Box 3100
Edmonton, AB T5J 4W3

Please ensure your Personal Health Number (on your Alberta Health Care card), name, address and telephone number are clearly shown on the receipt. All other seniors need to apply for the Optical Assistance for Seniors program to determine eligibility.

ALBERTA AIDS TO DAILY LIVING (AADL)

Alberta Seniors and Community Supports offers the Alberta Aids to Daily Living (AADL) program. This program helps Albertans with a long-term disability, chronic illness or terminal illness maintain their independence in their residences by providing financial assistance to buy medical equipment and supplies to meet their medically assessed needs.

An assessment by an AADL authorizer or specialty supplier determines the equipment and supplies that an Albertan can receive through this program. This may be a nurse, physical therapist, occupational therapist, respiratory therapist, audiologist or other health care professional who works in a community health care centre, hospital, long-term care centre or home care program. Please contact your regional health authority to locate an AADL authorizer or specialty supplier.

Note: Medical doctors are not authorizers and do not determine eligibility.

Continued next page...

You may be eligible for AADL benefits if you:

- are an Alberta resident;
- have a valid Alberta Personal Health Number; and
- require assistance because of a long-term disability, chronic illness or terminal illness. Long-term and chronic are defined as six months or longer.

How Does the Program Work?

AADL is a cost-share program. You pay 25 per cent of the cost of program benefits to a maximum of $500 per family, per benefit year (July 1 to June 30), on eligible items.

Low-income Albertans are exempt from cost sharing. Your authorizer or local community health care centre will have a Cost-Sharing Exemption Application for you to complete and send to the address on the form.

If you are exempt from cost sharing, AADL will send you a benefit card. You must show the card to your authorizer and supplier. This card tells the vendor you are exempt from cost sharing for your authorized benefits. If you choose an upgraded item, you are responsible for paying any additional amount.

What is Covered?

Only certain medical/surgical supplies and equipment are provided. You must be assessed and authorized for AADL benefits before you receive them. AADL cannot refund clients who purchase their own medical supplies before being assessed and authorized for equipment and supplies.

The program does not provide coverage for foot orthotics, eyeglasses, prescription drugs, dental care or dentures.

Hearing Aids

Hearing aids are provided to seniors and their dependants through AADL registered suppliers only and cost sharing applies. When visiting a hearing aid supplier, please ensure that they are registered with AADL as a vendor. For more information about registered vendors, contact:

Alberta Aids to Daily Living
Edmonton: **780-427-0731**

In all other areas of the province, call the **Government of Alberta Call Centre** at **310-0000** to be connected toll-free.

Benefit Information:

- Seniors are eligible for one hearing aid every five years.
- With prior approval, AADL will provide a personal listening device instead of a hearing aid.
- If you are a cost-share client, AADL contributes $708.75 towards one hearing aid. If you are exempt from cost sharing, AADL will contribute $945 for one hearing aid only. This does not include upgrades. If a more expensive hearing aid is purchased, you are responsible for the difference.
- Replacement of batteries is at your own cost.
- AADL will assist with the invoice cost of factory repairs for the hearing aid once per benefit year after the original purchase warranty expires.
- Minor servicing and additional fees charged by the hearing aid practitioner are at your own cost.
- Hearing aids that are lost, stolen or damaged due to misuse are not replaced by AADL. You may wish to arrange for insurance to cover the loss of hearing aids.

Medical/Surgical Supplies and Rehabilitation or Respiratory Equipment

An AADL authorizer or specialty supplier must assess your need for equipment and supplies and complete an authorization form. Some items may require a physician's prescription.

Program authorizers or specialty suppliers have complete lists of all items provided. A maximum number of benefits are available each year. For details on specific medical/surgical supplies, rehabilitation and respiratory equipment covered by AADL, contact your regional health authority or:

Alberta Aids to Daily Living
10th Floor, Milner Building
10040 104 Street
Edmonton AB T5J 0Z2
Edmonton: **780-427-0731**
Website: **www.seniors.gov.ab.ca/AADL**

In all other areas of the province, call the **Government of Alberta Call Centre** at **310-0000** to be connected toll-free.

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Residential Access Modification Program (RAMP)

Homeowners, tenants (if the landlord agrees) and landlords may apply to receive a provincial government grant of up to $5,000 in a benefit year to assist with permanent and temporary property modifications which facilitate access into and within a permanent personal principle residence of a low-income Albertan.

Applicants may receive up to a maximum of $15,000 for property modifications over a minimum two-benefit year period (ineligible for further grants for 10 benefit years immediately following the maximum grant amount). Approved applicants are expected to live at the modified residence for a minimum of five years.

Applicants may apply for temporary modifications to assist with recovery from an operation or accidental injury (e.g. exterior ramp and porch lift rental and/or interior stair lift rental).

Eligible applicants must:

- use a wheelchair on a continuing basis (does not mean that the applicant uses a wheelchair on a 100 per cent basis; use may be intermittent);
- live in their principal residence on a permanent basis;
- have a gross annual income equal to or less than $36,900 (single person) or a couple (without dependent children) may have a gross annual income equal to or less than $46,500;
- be a Canadian citizen or admitted to Canada for permanent residence (landed immigrant).

As well:

- sponsors may apply for disabled sponsored immigrants;
- property cap values apply to all personal residence purchases made within 24 months of applying to RAMP; and,
- modifications to new construction are not funded by RAMP; and
- disabled persons approved by AADL for a powered wheelchair are exempted from RAMP's income guidelines.

Wheelchair modifications to a permanent Alberta residence are eligible if the modifications:

- facilitate access to the residence for the approved applicant; and
- facilitate movement for the approved applicant within the personal residence.

For additional information and/or an application, please visit the Alberta Seniors and Community Supports website at:

www.seniors.gov.ab.ca, then

- click on the Health Related tab;
- click on Supportive Housing;
- click on the Residential Access Modification Program.

Or contact:

Alberta Seniors and Community Supports
Disability Supports Division
Health Related Supports Branch – RAMP
10th Floor, Milner Building
10040 104 Street NW
Edmonton, Alberta T5J 0Z2
Edmonton: **780-427-5760**
Toll-free: **1-877-427-5760**
Fax: 780-644-8085
E-mail: RAMP@gov.ab.ca

ALBERTA BLUE CROSS – COVERAGE FOR SENIORS

Alberta Health and Wellness offers coverage for health-related services not covered by the Alberta Health Care Insurance Plan through Alberta Blue Cross *Coverage for Seniors.* This program is premium-free for all Alberta seniors, their spouses and eligible dependants. *Coverage for Seniors* starts the first month after you turn 65.

Once you are registered with Alberta Health and Wellness for seniors coverage, you will be sent an Alberta Blue Cross card. To receive services, you must show your card.

Coverage for Seniors uses the same benefit year as Alberta Health and Wellness – July 1 to June 30. During one benefit year, *Coverage for Seniors* will provide a maximum of $25,000 in benefits per person for the services listed below.

Ambulance Services

Ambulance services refer to transportation to or from a public or general, active treatment hospital. You must be ill or injured and transported in a ground vehicle licensed under the *Ambulance*

Continued next page...

Services Act. Coverage for Seniors will pay up to the maximum rate set by Alberta Health and Wellness.

Note: Inter-facility transfers are not covered under Alberta Blue Cross *Coverage for Seniors*. Inter-facility transfers are covered by Alberta's regional health authorities.

Prescription Drugs

Alberta Health and Wellness covers 70 per cent of the cost of prescription drugs, including insulin. You pay the other 30 per cent, up to a $25 maximum per prescription or refill. The pharmacy bills Alberta Blue Cross directly, so your only out-of-pocket expense is the 30 per cent. Only prescription drugs listed in the *Alberta Health and Wellness Drug Benefit List* are covered.

Note: If an interchangeable drug product is available, *Coverage for Seniors* will pay the least-cost alternative price.

Purchase only the medicine you need, in quantities you will use. The maximum prescription quantity is a 100-day supply. It is best to be stabilized on the drug dose before getting this quantity. A pharmacist cannot dispense a larger quantity without authorization from Alberta Blue Cross.

If you plan to travel outside Alberta and need medication for more than 100 days, talk to your pharmacist at least two weeks before your departure. This will give your pharmacist enough time to obtain authorization.

Alberta Blue Cross *Coverage for Seniors* also provides coverage for services received in other parts of Canada or outside the country. You may be asked to pay for these services at the time they are provided. To be reimbursed, send Alberta Blue Cross a completed and signed Alberta Blue Cross health claim form, with receipts attached. Benefits for services received out-of-country are paid in Canadian funds according to approved Alberta benefit rates.

Other Services

For the following services, you pay the bill then submit the receipt to Alberta Blue Cross for reimbursement:

- clinical psychological services (up to specified maximums)
- home nursing care (up to yearly maximums)
- appliances (up to 100 per cent of the maximum allowable for items on a benefit list as defined by Alberta Health and Wellness), on written

order of a physician, for the purchase or repair of:

- artificial eyes;
- artificial limbs except myoelectric-controlled prostheses;
- permanent braces; and
- mastectomy prostheses (supporting brassieres are not covered)

Alberta Seniors and Community Supports offers the Dental Assistance for Seniors program. This program provides eligible Albertans aged 65 and older with coverage for basic dental services and is administered by Alberta Blue Cross. Please see page 31 for more information.

For more information about Alberta Blue Cross, visit their website at **www.ab.bluecross.ca** or contact your nearest Alberta Blue Cross Office.

Alberta Blue Cross Offices

Calgary
Main Floor
715 5 Avenue SW
Calgary, AB T2P 2X6
Phone: **403-234-9666**

Edmonton
Blue Cross Place
10009 108 Street NW
Edmonton, AB T5J 3C5
Phone: **780-498-8000**

Fort McMurray
Plaza II Mall
619, 8600 Franklin Avenue
Fort McMurray, AB T9H 4G8
Phone: **780-790-3390**

Grande Prairie
108, 10126 120 Avenue
Grande Prairie, AB T8V 8H9
Phone: **780-532-3505**

Lethbridge
470 Chancery Court
220 4 Street S
Lethbridge, AB T1J 4J7
Phone: **403-328-1785**

Medicine Hat
203 Chinook Place
623 4 Street SE
Medicine Hat, AB T1A 0L1
Phone: **403-529-5553**

Red Deer
152 Riverside Office Plaza
4919 59 Street
Red Deer, AB T4N 6C9
Phone: **403-343-7009**

People living outside these areas can call toll-free:

1-800-661-6995 (Customer services)
1-800-394-1965 (Individual plans)

ALBERTA HEALTH CARE INSURANCE PLAN

Basic coverage includes:

- medically required services of physicians and osteopaths according to an approved benefit schedule;
- specific dental oral and maxillofacial surgical procedures performed by an oral surgeon according to an approved benefit schedule;
- some chiropractic services: benefits are limited for each service and the maximum payable per benefit year* is $200;
- some foot care services provided by a podiatrist: benefits are limited for each service and the maximum payable per benefit year* is $250;
- limited coverage for out-of-province/out-of-country physical therapy services provided in a general or auxiliary hospital. In-province physical therapy services are based on assessed need and are the responsibility of the regional health authorities. Please contact your local regional health authority for more information.
- an operator's licence medical examination for people 74 years and six months of age and over; and
- a full eye exam (prescription for the fitting of corrective lenses), a partial eye exam (including two or more diagnostic procedures) and a single diagnostic service for persons 18 and under or 65 and over. Each of the three eye care benefits is allowed once per benefit year.*

** The Alberta Health Care Insurance Plan benefit year for chiropractic, podiatry and optometric benefits is from July 1 of one year to June 30 of the following year.*

Health Insurance Premiums

Seniors aged 65 and over, along with their spouses and dependants are exempt from paying Alberta Health Care insurance premiums. As of January 1, 2009, health care premiums will be eliminated for all Albertans.

Extra Billing

Extra billing is not permitted for any medically required physician, oral surgery or optometry service insured by the Alberta Health Care Insurance Plan; however, not all services provided by practitioners are covered. You can expect to pay the full fee for uninsured services, and should be informed of this by your practitioner before the service is delivered.

Alberta chiropractors and podiatrists are allowed to extra bill the patient. Private insurers providing supplementary

insurance for health services in Alberta may cover extra charges.

Hospital Services

When you are registered with the Alberta Health Care Insurance Plan and are admitted to an acute care hospital in Alberta for medically required services, you will receive standard ward care, meals, nursing and other services without charge while you are a patient in the hospital. For details about other services that may be included, contact:

Alberta Health and Wellness
Edmonton: **780-427-1432**

Outside the Edmonton area, call the **Government of Alberta Call Centre** at **310-0000** to be connected toll-free.

If you request a private or semi-private hospital room, you will be required to pay a room charge, determined by each individual hospital, unless a physician indicates it is medically required. You may be able to purchase coverage for these charges from some private insurers. See page 46 for information on private insurers.

For more information about coverage for hospital services, contact your regional health authority, listed on pages 42-43.

Temporary Absence from Alberta

If you travel to another province within Canada, you must return within 12 months to retain your Alberta Health Care Insurance Plan coverage. If you travel outside of Canada, you must return within six months to retain your coverage. If you are leaving for longer, you may apply for extensions of coverage.

For details on extensions of coverage and services covered outside of Alberta, contact Alberta Health and Wellness:

By mail:
Alberta Health and Wellness
Box 1360 Stn Main
Edmonton, AB T5J 2N3

In person:
Edmonton:
Telus Plaza, North Tower
10025 Jasper Avenue
Calgary: 727 7 Avenue SW

By telephone:
Edmonton: **780-427-1432**

Outside the Edmonton area, call the **Government of Alberta Call Centre** at **310-0000** to be connected toll-free.

Website: **www.health.alberta.ca**

REGIONAL HEALTH AUTHORITY SERVICES

A wide variety of community programs and services are offered through regional health authorities. For information on the locations and the range of programs and services available, contact your regional health authority.

Chinoook Regional Health Authority

960 19 Street S
Lethbridge, AB T1J 1W5
Phone: **403-388-6111**
Fax: 403-388-6011
Website: **www.chr.ab.ca**

Palliser Health Region

666 5 Street SW
Medicine Hat, AB T1A 4H6
Phone: **403-528-5633**
Fax: 403-529-8998
Website: **www.palliserhealth.ca**

Calgary Health Region

10101 Southport Road SW
Calgary, AB T2W 3N2
Phone: **403-943-1111**
Website: **www.calgaryhealthregion.ca**

David Thompson Regional Health Authority

602, 4920 51 Street
Red Deer, AB T4N 6K8
Phone: **403-341-8622**
Fax: 403-341-8632
Website: **www.dthr.ab.ca**

East Central Health

4703 53 Street
Camrose, AB T4V 1Y8
Phone: **780-608-8800**
Fax: 780-672-5023
Website: **www.ech.ab.ca**

Capital Health

1J2 Walter Mackenzie Centre
8440 112 Street
Edmonton, AB T6G 2B7
Phone: **780-407-1000**
Fax: 780-407-7161
Website: **www.capitalhealth.ca**

Aspen Regional Health Authority

10003 100 Street
Westlock, AB T7P 2E8
Phone: **780-349-8705**
Fax: 780-349-4879
Website: **www.aspenrha.ab.ca**

Peace Country Health
2101, 10320 99 Street
Grande Prairie, AB T8V 6J4
Phone: **780-538-5387**
Fax: 780-538-5455
Website: **www.pchr.ca**

Northern Lights Health Region
7 Hospital Street
Fort McMurray, AB T9H 1P2
Phone: **780-791-6024**
Fax: 780-791-6029
Website: **www.nlhr.ca**

Note: When calling or writing, please give your Personal Health Number.

Health Link Alberta

Health Link Alberta is a telephone advice and health information service available 24 hours a day, seven days a week. You can call Health Link from anywhere in the province by dialing **1-866-408-LINK (5465)**.

Continuing Care Services

Alberta's continuing care system provides Albertans with the health, personal care and accommodation services they need to support their independence and quality of life. Continuing care services are provided in three streams:

- home living;
- supportive living; and
- facility living.

Each stream can provide clients with a broad range of health and personal care, accommodation and hospitality services.

Home Living/Home Care Services

Often referred to as home care, home living is for people who live in their own home, apartment, condominium or another independent living option. They are responsible for arranging any home care and support services they require.

Regional health authorities in Alberta are responsible for home care. Services are provided to people of all ages based on assessed need.

Referrals for home care services come from many sources including family members, friends and doctors. Home care services, including respite to relieve informal caregivers, may be provided.

Home care services include professional and support services. Professional services are nursing, social work, physiotherapy, occupational therapy, nutritional services and respiratory therapy. Support services

Continued next page...

are personal care services such as bathing, dressing and grooming. There is no charge for professional and personal care services.

To arrange for home care services, please call your regional health authority. See pages 42-43 for a listing of Alberta's regional health authorities.

Supportive Living

Supportive Living combines accommodation services. It meets the needs of a wide range of people, but not those who have highly complex and serious health care needs.

In addition to providing a place to live, services in supportive living facilities can include meals, housekeeping and social activities. Supportive living residents can also receive professional and personal support services through home care.

More information on accommodation service providers, including housing registries, is available by contacting:

Seniors Housing Programs
Edmonton: **780-644-8749**
Website: **www.seniors.gov.ab.ca**

Outside the Edmonton area, call the **Government of Alberta Call Centre** at **310-0000** to be connected toll-free.

Alberta Senior Citizens' Housing Association (ASCHA)
Website: **www.ascha.com**

Calgary
Kerby Centre
Phone: **403-705-3230**
Website: **www.kerbycentre.com**

Edmonton
Seniors Association of Greater Edmonton (SAGE)
Phone: **780-423-5510**
Website: **www.mysage.ca**

A searchable list of management bodies responsible for subsidized seniors housing across Alberta is also available on the Alberta Seniors and Community Supports website at **www.seniors.gov.ab.ca.**

Facility Living/Long-Term Care Centres

In Alberta, long-term care facilities (nursing homes and auxiliary hospitals) provide room and board and a range of care services, including skilled medical and nursing care provided through contracts with regional health authorities. These facilities vary in size and are located throughout the province.

The province pays all health care costs based on individual need assessments

for patients who meet the following conditions:

- you must be eligible for registration with the Alberta Health Care Insurance Plan;
- you must have lived in Alberta for three consecutive years at any time previously; or
- you must have lived in Alberta for one year immediately prior to applying; and
- you must have been a resident of Canada for 10 years or more.

Residents of nursing homes and auxiliary hospitals are not charged for the cost of prescription drugs as prescribed by the resident's attending physician. Ambulance services are also provided at no charge if a patient is transferred to or from a hospital for care or treatment.

Residents of long-term care facilities are responsible for the following accommodation charges:

- $41.50/day for standard accommodation
- $44.00/day for semi-private accommodation
- $50.75/day for private accommodation

As of Novemer 1, 2008, charges change to:

- $44.50/day for standard accommodation
- $47.00/day for semi-private accommodation
- $54.25/day for private accommodation

Low-income seniors may be eligible for financial assistance through the Alberta Seniors Benefit program. For information, contact **1-800-642-3853**.

Admission to a long-term care facility is based on an assessment of need by a registered nurse from the regional health authority. When you request services, the assessment staff may decide that a long-term care facility would provide the most appropriate services. If this decision is made, regional staff will work with the placement service to find the right centre for you.

Regional health authorities may be able to offer other models of care that combine health services and accommodation. Other models of care include supportive living, adult family care, group homes, special centres for Alzheimer's disease and related disorders, transitional living settings and various types of seniors day programs. Individuals who receive funding through regional health authorities will undergo assessments like those used for long-term care facilities before they are placed in any of these other models of care.

Continued next page...

For more information about long-term care facilities, contact your regional health authority. See pages 42-43 for phone numbers and addresses.

Day Support Programs and Day Hospitals

Day support programs are group programs that individuals may attend on a daily basis. They are intended as an alternative to admission to an acute care hospital or long-term care facility for people who are frail and/or disabled, and those who need health maintenance, rehabilitation and social or recreational activities. The programs take place in a variety of settings.

To find out if there is a day support program or a day hospital in your community, contact your regional health authority.

Geriatric Assessment and Rehabilitation Programs

Specialized geriatric assessment and rehabilitation programs are offered in several communities. For information, contact your regional health authority.

Mental Health Services

Mental health services are available free of charge to all age groups throughout the province. Services offered include mental health information and education, assessment, counselling, treatment and follow-up services.

For more information, contact your local regional health authority or the Alberta Mental Health Help Line at **1-877-303-2642.**

Public Health Services

Public health services are available to all Albertans through the regional health authorities. Services provided may include:

- immunization against diseases such as influenza;
- health education and counselling;
- nutrition education;
- dental hygiene education;
- sexual health education and counselling; and
- speech-language pathology services.

For information about public health services in your area, contact your regional health authority for phone numbers and addresses.

PRIVATE HEALTH INSURERS

Private health insurance companies offer health benefit plans to complement existing seniors health benefits sponsored by the Government of Alberta. These

insurance plans offer a range of benefits. For more information, contact the Canadian Life and Health Insurance OmbudService toll-free at **1-800-268-8099** or visit their website at **www.clhio.ca.**

ALBERTA MONITORING FOR HEALTH PROGRAM

The Alberta Monitoring for Health Program assists eligible Albertans who have diabetes by covering a portion of the cost of diabetes management supplies. This program is administered by the Canadian Diabetes Association and funded by Alberta Health and Wellness.

To be eligible for this program, you must:

- have diabetes mellitus;
- be a full-time resident of Alberta;
- have valid Alberta Health Care Insurance registration;
- have supplies and/or medication prescribed by a physician;
- manage your diabetes through diet, oral medications and/or insulin therapy;
- have received training in self-monitoring of blood glucose;
- not receive diabetes supplies from other programs such as Assured Income for the Severely Handicapped (AISH), Alberta Works, or Alberta Child Health Benefit; and
- not have insurance coverage for any diabetes management supplies such as blood glucose test strips, injection supplies, lancets and pump supplies.

Having insurance coverage for insulin or oral medication will not affect eligibility.

You must also meet **one** of the following family status and income levels:

- single with a taxable income less than $23,598 per year;
- married/common-law with a combined, taxable income less than $37,021 per year; or
- single/married/common-law (with dependant children) with a combined family, taxable income less than $44,974 per year.

For information, contact:

Alberta Monitoring for Health Program
1020, Royal Bank Building
10117 Jasper Avenue NW
Edmonton, AB T5J 1W8
Phone: **780-423-2634**
Toll-free: **1-800-267-7532**
Fax: 780-409-2634

Helping Agencies

FUNDING OPPORTUNITIES

Fundraising

There are many activities that eligible charitable organizations can use to fundraise, including bingos, casinos and raffles. For more information:

Phone: **1-800-272-8876**
Website: **www.aglc.gov.ab.ca**

Grant Options

Government grants are available to assist seniors' organizations with operational costs, recreation programs and historical preservation activities.

Municipal Grants

Check with your municipality to determine what funding programs are available in your community. Possible sources include:

- Family and Community Support Services – check your local directory.
- Municipal Sustainability Initiative-Conditional Operating Funding
  Edmonton: **780-427-2225**
  Website:
  www.municipalaffairs.gov.ab.ca

Provincial Grants

Each year, the Alberta Lottery Fund provides grants to thousands of volunteer and community-based organizations that support and encourage self-reliance among Albertans and their communities. The Alberta Lottery Fund offers funding programs including the following:

- Community Initiatives Program (CIP)
- Community Facility Enhancement Program (CFEP)
- Major Community Facilities Program (MCFP)
- Historical Resources Foundation
- Wild Rose Quarterly Grants Program

For more information about the Alberta Lottery Fund, contact:

Toll-free: **1-800-642-3855**
Website: **www.albertalotteryfund.ca**

Other Provincial Grants
Other grants are available through the following:

Community Spirit Donation
Grant Program
Edmonton: **780-644-8604**
Website:
http://culture.alberta.ca/communityspirit

Other Initiatives Program
Toll-free: **1-800-642-3855**
Website: **www.tprc.alberta.ca**

Alberta Sport, Recreation, Parks
and Wildlife Foundation
Edmonton: **780-415-1167**
Website: **www.tprc.alberta.ca**

Alberta Foundation for the Arts
Edmonton: **780-427-9967**
Website: **www.affta.ab.ca**

In all other areas of the province, call the **Government of Alberta Call Centre** at **310-0000** to be connected toll-free.

Federal Grants

New Horizons for Seniors Program
New Horizons for Seniors is a Human Resources and Social Development Canada program that encourages seniors to contribute to their communities through social participation and active living. For more information, contact:

English: **1-800-277-9914**
French: **1-800-277-9915**
TTY: **1-800-255-4786**
Website: **www.hrsdc.gc.ca**

For questions on New Horizons for Seniors, select "0" to speak with an agent.

ALBERTA ALCOHOL AND DRUG ABUSE COMMISSION (AADAC)

As an agency of the Government of Alberta, AADAC has a mandate to help prevent and provide information and treatment for alcohol, tobacco, other drugs and gambling addictions to all Albertans.

AADAC has services for adults, youth, families and communities. All services are confidential and many are free of charge to Albertans. AADAC has services available in 50 communities throughout the province. For more information, contact AADAC at:

Toll-free: **1-866-33AADAC**
1-866-332-2322 (24 hours)
Website: **www.aadac.com**

For your nearest AADAC office, check the listing in the White Pages of the telephone book under Alberta Alcohol and Drug Abuse Commission.

CONSUMER DEBT COUNSELLING

Credit Counselling Services of Alberta (CCSA) is a not-for-profit organization educating Albertans on how to budget, get out of debt, use credit wisely and get the most from their money. CCSA also offers a variety of unbiased debt counselling services and alternatives. For more information and a list of upcoming community workshops, contact CCSA at:

Edmonton: **780-423-5265**
Calgary: **403-265-2201**
Toll-free: **1-888-294-0076**
Website: **www.creditcounselling.com**

FAMILY AND COMMUNITY SUPPORT SERVICES (FCSS)

Under FCSS, communities design and deliver social programs that promote and enhance well-being among individuals, families and communities. These provincial/municipal/Métis Settlement programs are available in most parts of Alberta and provide information, funding and assistance with the development of community preventive social programs, including services for senior citizens.

In some communities, FCSS assists seniors by offering home support services, information and referral, and outreach programs. For information, contact the FCSS or Community Services office listed in your local telephone directory.

LEGAL AID SOCIETY

Individuals seeking legal representation or information about legal aid can refer to the website **www.legalaid.ab.ca** or contact the Legal Aid Society at:

Calgary	**403-297-2260**
Edmonton	**780-427-7575**
Fort McMurray	**780-743-7356**
Grande Prairie	**780-538-5470**
Lethbridge	**403-381-5194**
Medicine Hat	**403-529-3553**
Peace River	**780-624-6250**
Red Deer	**403-340-5119**
St. Paul	**780-645-6205**
Wetaskiwin	**780-361-1331**
Whitecourt	**780-778-7178**

MEALS ON WHEELS

Meals on Wheels is a non-profit organization that provides home delivered, low-cost meals to seniors, shut-ins and those with mental or physical disabilities. These services are available in many areas of Alberta. For information about Meals on Wheels, refer to your local telephone directory or contact Alberta Health Link at **1-866-408-LINK (5465)**.

MEDIATION SERVICES

Mediation services can help resolve conflicts between neighbours, community associations and non-profit organizations. Volunteer mediators meet with individuals and groups to discuss a problem or dispute. Examples of disputes include pets, parking, fences, noise, trees or conflicts involving volunteer, non-profit groups and clubs.

For more information, contact:

Mediation and Restorative Justice Centre
Edmonton: **780-423-0896**
Website: **www.mrjc.ca**

Community Mediation Calgary Society
Calgary: **403-269-2707**
Website: **www.mediation.ab.ca**

ALBERTA OMBUDSMAN

The Alberta Ombudsman determines administrative fairness. The office responds to complaints of unfair treatment by Alberta government departments, agencies, professional organizations and the patient concerns resolution processes of health authorities.

The Ombudsman:

- is independent from the government
- is impartial;
- focuses on fairness;
- is approachable and responsive;
- provides services free of charge; and
- is not an advocacy service.

An online complaint form is available at: **www.ombudsman.ab.ca**, or contact by phone at:

Edmonton: **780-427-2756**
Calgary: **403-297-6185**

In all other areas of the province, call the **Government of Alberta Call Centre** at **310-0000** to be connected toll-free.

Alberta Seniors and Community Supports is responsible for the Office of the Public Guardian (OPG), which offers assistance and services relating to guardianship for dependent adults and personal directives.

Guardianship for Dependent Adults

Guardianship is a legal process that gives an individual (a guardian) the legal authority and responsibility to make decisions about non-financial personal matters on behalf of a dependent adult. Dependent adults are individuals over the age of 18 who are unable to care for themselves and unable to make reasonable judgments about personal matters.

Office of the Public Guardian directly assists Albertans by:

- providing additional information about how to apply for a guardianship order;
- funding 12 community agencies to assist the public in applying for guardianship; and
- providing self-help kits for people who wish to apply for guardianship without hiring a lawyer.

There are some costs associated with the granting of an order. Where the legal costs would be a hardship for a dependent adult or an applicant, the applicant may be eligible to have OPG contribute to the cost.

Personal Directives

A personal directive lets you choose another person, called an agent, to act on your behalf with regard to personal, non-financial matters such as where and with whom you live, health care and legal matters. Anyone over the age of 18 can complete a personal directive, and it can be made with or without the assistance of a lawyer. It becomes a legal document when it is dated, signed and witnessed.

There is a secure, online registry that allows individuals to voluntarily register their personal directive at no cost. This registry allows health care professionals to find out if an individual has a personal directive and how to contact their agents

if needed. A personal directive form is also available on the website. For more information, visit the website www.seniors.gov.ab.ca, or contact the Office of the Public Guardian at:

NORTHERN ALBERTA

Grande Prairie Office
1501 Provincial Building
10320 99 Street
Grande Prairie, AB T8V 6J4
Phone: **780-833-4319**

St. Paul Office
1st Floor, Provincial Building
110, 5025 49 Avenue
St. Paul, AB T0A 3A4
Phone: **780-645-6278**

EDMONTON

Provincial Office
3rd Floor, Standard Life Building
10405 Jasper Avenue NW
Edmonton, AB T5J 4R7
Phone: **780-422-1868**

Edmonton Office
4th Floor, 108th Street Building
9942 108 Street NW
Edmonton, AB T5K 2J5
Phone: **780-427-0017**

CENTRAL ALBERTA

Red Deer Office
Room 203, Provincial Building
4920 51 Street
Red Deer, AB T4N 6K8
Phone: **403-340-5165**

CALGARY

9th Floor, Century Park Place
855 8 Avenue SW
Calgary, AB T2P 3P1
Phone: **403-297-3364**

SOUTHERN ALBERTA

Lethbridge Office
500 Professional Building
740 4 Avenue S
Lethbridge, AB T1J 0N9
Phone: **403-381-5648**

Medicine Hat Office
Room 306, Provincial Building
346 3 Street SE
Medicine Hat, AB T1A 0G7
Phone: **403-528-5245**

In all other areas of the province, call the **Government of Alberta Call Centre** at **310-0000** to be connected toll-free.

OFFICE OF THE PUBLIC TRUSTEE

The Public Trustee is the trustee of last resort for dependent adults (people who are unable to administer their own financial affairs because of a mental disability). This office also acts as guardian by protecting the assets and financial interests of missing persons and children under 18 years of age, and administers deceased persons' estates in certain circumstances. For more information about the Office of the Public Trustee, contact:

EDMONTON
400 South, Brownlee Building
10365 97 Street NW
Edmonton, AB T5J 3Z8
Phone: **780-427-2744**

CALGARY
2100 Telus Tower
411 1 Street SE
Calgary, AB T2G 4Y5
Phone: **403-297-6541**

In all other areas of the province, call the **Government of Alberta Call Centre** at **310-0000** to be connected toll-free.

Website:
www.justice.gov.ab.ca/public_trustee

HEALTH RELATED ORGANIZATIONS

ALZHEIMER SOCIETY OF ALBERTA AND NWT
Calgary: **403-250-1303**
Fax: 403-250-8241
Toll-free: **1-866-950-5465**
Website: **www.alzheimer.ab.ca**

CANADIAN CANCER SOCIETY
Alberta/NWT Division
Calgary: **403-228-4487**
Fax: 403-205-3979
Toll-free: **1-800-205-3979**
Website: **www.cancer.ca**

CANADIAN DIABETES ASSOCIATION
Northern Alberta & NWT
Edmonton: **780-423-1232**
Fax: 780-423-3322
Toll-free: **1-800-563-0032**
Website: **www.diabetes.ca**

THE CANADIAN NATIONAL INSTITUTE FOR THE BLIND (CNIB)
Edmonton: **780-488-4871**
TTY: **780-482-2791**
Fax: 780-482-0017
Toll-free: **1-800-365-2642**
Website: **www.cnib.ca**

Continued next page...

Local CNIB offices are located in
Edmonton, Calgary, Grande Prairie,
Lethbridge, Medicine Hat and Red Deer.

Heart and Stroke Foundation of Alberta, NWT & Nunavut

Calgary: **403-264-5549**
Fax: 403-237-0803
Toll-free: **1-888-473-4636**
Website: **www.heartandstroke.ca**

Parkinson's Society of Alberta

Room 3Y18, Edmonton General
Edmonton: **780-482-8993**
Fax: 780-482-8969
Toll–free: **1-888-873-9801**
Website: **www.parkinsonalberta.ca**

Protecting You and Your Information

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY

Personal information that you provide to the Government of Alberta or any public body is protected under the *Freedom of Information and Protection of Privacy Act*.

You have the right to see or have copies of any information about you that is held by a public body. If you believe that the information is incorrect, you can submit a written request for a correction. Forms to request correction of personal information are available through your local library.

For more information, you can contact the Freedom of Information and Privacy Coordinator for the public body holding the information. Call the **Government of Alberta Call Centre** at **310-0000** for assistance.

The *Personal Information Protection Act* protects personal information held by the private sector. More information on the *Act* may be found at the website of the Information and Privacy Commission at **www.oipc.ab.ca/pipa/index.cfm.**

ELDER ABUSE

Different service providers use their own definitions when responding to cases of elder abuse. However, it is generally agreed that elder abuse is described as any action or lack of action that causes harm to an elderly person. Elder abuse takes many forms:

- **physical abuse:** slapping, pushing, kicking, punching, injuring with an object or weapon, deliberate exposure to severe weather, inappropriate use of medication or unnecessary restraint
- **sexual abuse:** any forced sexual activity
- **psychological abuse:** humiliation, isolation, intimidation, threats, inappropriate control of activities or removal of decision making power when the elderly person is still capable of making decisions
- **financial abuse:** misuse of a person's funds or property through fraud, trickery or force

Continued next page...

- **neglect:** any lack of action required to meet the needs of an elderly person such as inadequate provision of food, clothing, shelter, required medication or other kinds of health and personal care, as well as social companionship.

Alberta Elder Abuse Awareness Network (AEAAN)

The Alberta Elder Abuse Awareness Network is a network of Albertans dedicated to increasing awareness and supporting a community response to elder abuse. Canada's fastest growing population is over the age of 65 and rapidly becoming vulnerable to abuse that can rob them of their well-being, dignity and their lives. AEAAN is:

- a province-wide network of professionals;
- represented by communities across Alberta;
- promoting the well-being of older adults;
- working to increase community awareness;
- developing resources to address elder abuse; and
- strengthening the right to safety, respect and dignity.

Many resources are available on the AEAAN website at **www.albertaelderabuse.ca**

Note: If you are in immediate danger, contact your local police, RCMP or tribal police.

Who to contact for help and information:

CALGARY
Kerby Centre
Phone: **403-705-3250** (24 hours)
Website: **www.kerbycentre.com**

EDMONTON
Seniors Abuse Help Line
Phone: **780-454-8888**

Elder Abuse Intervention Team
Phone: **780-477-2929**

Edmonton Seniors Safe Housing
Phone: **780-702-1520**

LETHBRIDGE
Lethbridge Senior Citizens Organization
Phone: **403-320-2222 (Ext. 25)**

Medicine Hat

Community Response to Abuse and Neglect of Elders (CRANE)
Phone: **403-529-4798** (24 hours)

- Regional health authorities listed on pages 42-43
- Family and Community Support Services — refer to your telephone directory
- Social Services Agencies — refer to your telephone directory
- Mental Health Help Line — **1-877-303-2642**

PROTECTION FOR PERSONS IN CARE

Alberta Seniors and Community Supports is responsible for the Protection for Persons in Care office. This office administers the *Protection for Persons in Care Act*, which promotes the safety and well-being of adults who receive services from publicly-funded care facilities. The *Act* also protects individuals living in nursing homes, hospitals, seniors' lodges, group homes and shelters.

Protection for Persons in Care is responsible for receiving complaints of abuse and ensuring all complaints are investigated. Following an investigation, recommendations are made to prevent similar incidents from occurring.

Any individual who believes that an adult has or is being abused must report that abuse to Protection for Persons in Care or to the police. To report an incident of abuse, call:

Protection for Persons in Care
Toll-free reporting line: **1-888-357-9339**
8:15 a.m. – 4:30 p.m., Monday to Friday

The Protection for Persons in Care office also makes referrals, provides educational materials and sessions, and responds to inquires about abuse prevention and the requirements of the *Protection for Persons in Care Act*. For more information, contact:

Toll-free: **1-888-357-9339**
Website: **www.seniors.gov.ab.ca**

ALBERTA HEALTH FACILITIES REVIEW COMMITTEE

The Health Facilities Review Committee strives to improve the quality of care and quality of life for patients and residents in Alberta's health care facilities. One of the main roles of the committee is to routinely review and inspect health care facilities and observe the manner in which they are operated. Routine review visits are not announced in advance, which enables committee members to observe the facility under normal operating circumstances.

Another role of the committee is to receive and investigate complaints about the care, treatment and standards of accommodation provided to specific patients or residents in hospitals, nursing homes, mental health or special care centres. For more information, contact:

Alberta Health Facilities Review Committee
Edmonton: **780-427-4924**
In all other areas of the province, call the **Government of Alberta Call Centre** at **310-0000** to be connected toll-free.
Website:
www.health.alberta.ca/about/hfrc.html

CONTINUING CARE STANDARDS AND LICENSING

All home care providers and supportive living and long-term care facilities must meet the applicable provincial continuing care standards. These standards cover both health care services and accommodation services.

Alberta Health and Wellness is responsible for ensuring that health care standards are met. These standards apply where health care is provided, namely through home care and in long-term care facilities.

For more information on the health services standards and their enforcement, contact:

Alberta Health and Wellness
22nd Floor, 10025 Jasper Avenue
Edmonton, AB T5J 2N3
Edmonton: **780-427-7164**

In all other areas, call the **Government of Alberta Call Centre** at **310-0000** to be connected toll-free.
Website: **www.health.alberta.ca**
E-mail: ahinform@health.gov.ab.ca

Alberta Seniors and Community Supports is responsible for ensuring that continuing care facilities meet accommodation standards. These standards cover services like meals, housekeeping and building maintenance. They help ensure that quality accommodation and related services are being provided to seniors throughout the province. This is done by licensing supportive living facilities and monitoring long-term care facilities for their compliance with the standards.

Supportive Living Public Reporting
Alberta Seniors and Community Supports has an online public reporting site for Albertans to use to see how individual supportive living facilities are complying with the accommodation standards. The accommodation standards are designed to promote a safe and comfortable environment for residents of supportive living facilities.

The public reporting site provides easy access to up-to-date information on each supportive living facility, including:

- location and contact details;
- compliance with accommodation standards;
- licence status – facilities with a full licence have complied with all accommodation standards. Facilities with a conditional licence have a compliance action plan in place to meet all accommodation standards by a specified date; and
- a list of verified complaints for three months after have they have been resolved.

For more information about the public reporting site or the accomodation standards and licensing, contact:

Alberta Seniors and Community Supports
11th Floor, HSBC Building
10055 106 Street
Edmonton, AB T5J 1G3
Edmonton: **780-644-8428**
E-mail: ASAL@gov.ab.ca
Website: **www.seniors.gov.ab.ca**

In all other areas, call the **Government of Alberta Call Centre** at **310-0000** to be connected toll-free.

ADDRESSING CONCERNS ABOUT HEALTH CARE OR ACCOMMODATION STANDARDS

If you have concerns about the quality of health services provided through home care or in a publicly funded long-term care facility, raise them first with the provider and the regional health authority.

If you have concerns about the quality of accommodations in a continuing care facility, raise them first with the provider. If you are not satisfied, you can contact the accommodation complaint line toll-free at **1-877-384-8326**.

If you have a question or concern about the fairness of how your complaint was addressed, you can contact the Alberta Ombudsman – see page 52.

ALBERTA HUMAN RIGHTS AND CITIZENSHIP COMMISSION

The Alberta Human Rights and Citizenship Commission administers the *Human Rights, Citizenship and Multiculturalism Act*, which protects people in Alberta from discrimination. The commission provides free confidential information, education, information programs, and services relating to preventing discrimination and fostering equality. For more information, contact:

Alberta Human Rights and Citizenship Commission
Edmonton: **780-427-7661**
Calgary: **403-297-6571**

In all other areas of the province, call the **Government of Alberta Call Centre** at **310-0000** to be connected toll-free.
E-mail: humanrights@gov.ab.ca
Website: **www.albertahumanrights.ab.ca**

TDD/TTY Service
Edmonton: **780-427-1597**
Calgary: **403-297-5639**
Toll-free: **1-800-232-7215**

Every day, seniors are at risk of being taken advantage of by criminals. Although many legitimate businesses market their products and services over the telephone (telemarketing), door-to-door, or through the Internet, mail, newspaper and magazine ads, there are some dishonest people who will use these methods to try to take your money.

Learn how to tell the difference between a legitimate and honest offer and those individuals that could be defrauding you. Remember, legitimate businesses are not concerned about consumers checking past customer relationships and are willing to wait for consumers to decide to use their services. If they are reluctant to give you any information, you should be just as reluctant to hire them.

For more information about frauds and scams such as home renovation fraud or identity theft, contact:

Service Alberta and Consumer Information Centre
Edmonton: **780-427-4088**
Toll-free: **1-877-427-4088**
Website: **www.servicealberta.ca**, and follow the Consumer Information link.

Information on Fraud Awareness is also available online at **www.seniors.gov.ab.ca**. Follow the links under the Protection tab.

PhoneBusters
(telemarketing fraud complaints)
Toll-free: **1-888-495-8501**
Website: **www.phonebusters.com**

CONSUMER INFORMATION

The Consumer Services Division of Service Alberta provides valuable information to consumers on a variety of topics. Information or tipsheets are available on the following topics:

- advance fee loan brokers
- auctions
- condominiums
- collection practices
- credit and personal reporting
- door-to-door or direct sales
- electricity marketers
- home renovations
- Internet sales
- natural gas marketers
- negative option sales
- time-shares
- travel clubs

For more information on any of these topics, or to obtain a tipsheet, contact:

Consumer Services Division
Service Alberta
Edmonton: **780-427-4088**
Toll-free: **1-877-427-4088**
Website: **www.servicealberta.ca** and follow the Consumer Information link.

Transportation

BUS PASSES

In some areas, people who are 65 years of age and over can obtain a bus pass at a reduced cost. You must supply proof of age when applying and may be asked to supply income information.

For information about public transportation and bus passes, contact your municipality.

Calgary
Calgary Transit Customer Service Centre
224 7 Avenue SW (walk-in)
Calgary, AB T2P 0W6
Phone: **403-262-1000**
Website: **www.calgarytransit.com**

Edmonton
Edmonton Transit System
99 Street and 102A Avenue NW
LRT Churchill Station
(underground station)
Edmonton, AB T5J 0G4
Phone: **780-496-1665**
Website: **www.takeets.com**

Lethbridge
Lethbridge Transit
619 4 Avenue N
Lethbridge, AB T1H 0K4
Phone: **403-320-4978**
Website: **www.lethbridge.ca**

Red Deer
City Hall, Community Services
4th Floor, 4914 48 Avenue
Red Deer, AB T4N 3T4
Phone: **403-342-8225**
Website: **www.city.red-deer.ab.ca**

SENIORS DRIVING SERVICES

Many communities offer driving services for seniors. Volunteers will drive seniors to destinations such as doctor appointments, shopping centres, or social outings. There is often a minimal fee. For more information about seniors driving services, contact your local information centre (see pages 25-27) or the Family and Community Support Services office listed in your telephone directory.

ALBERTA TRANSPORTATION

The Driver Fitness and Monitoring Branch of Alberta Transportation is responsible for making decisions relating to a person's medical and/or physical fitness to drive. Medical reports are required upon renewal of an operator's licence at age 75, 80 and every two years thereafter. The Alberta Health Care Insurance Plan will pay for medical exams for motor vehicle operators who are 74 years and six months of age and over.

For more information about transportation items of interest contact:

Alberta Transportation
Driver Fitness and Monitoring
Main Floor, 4999 98 Avenue
Edmonton, AB T6B 2X3
Phone: **780-427-8230**
E-mail: Driver.Fitness@gov.ab.ca
Website: **www.infratrans.gov.ab.ca**

In all other areas of the province, call the **Government of Alberta Call Centre** at **310-0000** to be connected toll-free.

PARKING PLACARDS FOR PERSONS WITH DISABILITIES

Persons who cannot walk 50 metres can apply for a parking placard or a disabled license plate. This service is provided through Alberta Registry Agents. For information about applying for a placard, check your Yellow Pages under License and Registry Services or online at **www.infratrans.gov.ab.ca**, then click the international mobility symbol.

For more information, contact a motor vehicle specialist at the **Government of Alberta Consumer Contact Centre** by dialing **310-0000** and entering **780-427-7013**.

CANADA SAFETY COUNCIL

The Canada Safety Council's Alive 55 Mature Drivers Course is offered through the Alberta Safety Council. For more information, contact:

Alberta Safety Council
4831 93 Avenue
Edmonton, AB T6B 3A2
Toll-free: **1-800-301-6407**
Website: **www.safety-council.org**

Congratulatory Messages for Seniors

MESSAGE FROM THE QUEEN

On request, messages may be arranged for 60th wedding anniversaries and 100th birthdays and then every five years thereafter. If no message was previously received, one may be sent for the 61st anniversary or the 101st birthday. A copy of a marriage certificate, birth certificate or other supporting document must accompany each request. Supporting documents include your Old Age Security number, a dated newspaper clipping acknowledging a previous anniversary (50th), or a letter from a parish minister, rabbi or priest certifying the date of the wedding or birth.

For contact information, see *Message from the Governor General of Canada*.

MESSAGE FROM THE GOVERNOR GENERAL OF CANADA

On request, messages may be arranged for 50th wedding anniversaries and 90th birthdays, and then every five years thereafter. If no message was previously received, one may be sent for the 51st anniversary or the 91st birthday.

Ensure your request is received at the Governor General's office at least eight weeks before the occasion. For more information contact:

Your Member of Parliament (MP)

or

Office of the Secretary to the Governor General
Anniversary Section
Rideau Hall
1 Sussex Drive
Ottawa, ON K1A 0A1
Phone: **1-613-993-2913**
Fax: 1-613-990-7636

MESSAGE FROM THE PRIME MINISTER OF CANADA

On request, the Prime Minister sends congratulatory letters and certificates to Canadians celebrating a significant birthday or wedding anniversary.

Congratulatory letters are available for:

- 25th, 30th, 35th, 40th and 45th wedding anniversaries
- 65th and 70th birthdays

Congratulatory certificates are available for:

- 50th wedding anniversaries and up
- 75th birthdays and up

To request a certificate or letter from the Prime Minister, ensure your request is received at the Prime Minister's office at least six weeks prior to the special date. For more information contact:

Congratulatory Messages
Office of the Prime Minister
Room 105, Langevin Block
Ottawa, ON K1A 0A2
Phone: **1-613-941-6880**
Fax: 1-613-941-6901
E-mail: pm@pm.gc.ca

MESSAGE FROM THE PREMIER OF ALBERTA

A scroll may be requested for a 75th birthday and every five years thereafter to age 95; and may be requested yearly thereafter. A scroll may be requested for a 25th wedding anniversary and every five years thereafter, and every year after the 65th wedding anniversary.

To request a scroll or letter from the Premier, ensure your request is received at the Premier's office at least five weeks before the special birthday or anniversary.

For more information, contact:

Your Member of the Legislative Assembly (MLA)

or

Office of the Premier of Alberta
Room 307, Legislature Building
10800 97 Avenue
Edmonton, AB T5K 2B7
Phone: **780-427-2251**
Fax: 780-427-1349
E-mail: premier@gov.ab.ca
Website:
www.premier.Alberta.ca/request

BIRTH, MARRIAGE AND DEATH CERTIFICATES

If you require a birth, marriage or death certificate, you may apply through a registry agent. You will be required to present identification and prove you are eligible to make the application.

For a list of registry agents in your area, refer to your Yellow Pages under *License and Registry Services* or telephone:
Edmonton: **780-427-7013**
In all other areas, call the **Government of Alberta Call Centre** at **310-0000** to be connected toll-free.
Website: **www.servicealberta.ca**

TAXES

General Information

When filing a tax return, most forms of income are taxable (including amounts paid to deceased individuals). Seniors may qualify for several federal and/or Alberta provincial tax credits within the tax system. Seniors eligible for the disability tax credit may be eligible to claim attendant care expenses. For more information, visit the Canada Revenue Agency website at **www.cra.gc.ca** or phone the general inquiry line at **1-800-959-8281.**

Service for Seniors

Service for Seniors allows eligible seniors to file their tax returns for free using a touch-tone telephone. To be eligible to use the service:

- you must be over the age of 65;
- your only income is from Old Age Security, the Canada Pension Plan or

Continued next page...

the Guaranteed Income Supplement; and

- your taxable income is less than the income limit established for this service.

To use Service for Seniors, call the Telefile service at **1-800- 959-1110**.

If you have a computer, you may also netfile at **www.netfile.gc.ca/menue.html.**

For more information, call the Canada Revenue Agency toll-free at **1-800-959-8281**.

Community Volunteer Income Tax Program

If you need help completing your income tax return and have limited income, ask the Canada Revenue Agency for a volunteer.

Volunteers are specially trained by Canada Revenue Agency staff, and are able to help you complete your tax return and necessary forms. You should maintain and provide all your information slips (e.g. medical receipts for glasses and dentures). Your pharmacist should be able to provide you with a computer printout of any prescription medication costs. Both you and your spouse/adult interdependent partner should file a return.

If you would like to get involved as a volunteer, the Canada Revenue Agency will show you how to complete basic tax returns and provide a kit of reference material. With the training session and material, you will be ready to help others in your community.

To locate a venue in Alberta, call **211**, or visit the website at **www.cra.gc.ca.**

For information about the Community Volunteer Income Tax Program, call toll-free at: **1-800-959-8281.**

GST Credit

The Goods and Services Tax (GST) Credit is designed to offset the cost of the GST for individuals and families with moderate or lower incomes.

To apply, you must file a tax return and complete the Goods and Services Tax Credit information section. If you are eligible, you will receive payments on the 5th of July, October, January and April. Only one member of each family unit is eligible to apply.

For information about the GST Credit, contact the Canada Revenue Agency at:

Toll-free: **1-800-959-1953**
Website: **www.cra.gc.ca**

Veterans Affairs Canada

Canada offers a range of services and benefits to qualified veterans and certain civilians, as well as their dependants or survivors. Veterans Affairs Canada provides disability pensions for service related injuries and economic support allowances. Additional benefits in the areas of health care, home help services, funeral and burial assistance, and commemoration are also available.

For more information, contact:

Calgary
Veterans Affairs Canada
104 Sam Livingston Building
510 12 Avenue SW
Calgary, AB T2R 0X5

Edmonton
Veterans Affairs Canada
940 Canada Place
9700 Jasper Avenue NW
Edmonton, AB T5J 4C3

Toll-free: **1-866-522-2122**
Website: **www.vac-acc.gc.ca**

Last Post Fund

The Last Post Fund is a non-profit corporation dedicated to ensuring that no war veteran, military disability pensioner or civilian who meets wartime service eligibility criteria is denied a dignified funeral and burial for lack of sufficient funds. The Last Post Fund also provides headstones for war veteran graves that have been unmarked for more than five years. For more information, contact:

Last Post Fund
1130, 9700 Jasper Avenue
Edmonton, AB T5J 4C3
Toll-free: **1-888-495-3766**
Website: **www.lastpostfund.ca**

Granting Power of Attorney gives another individual (called your *attorney*) the power to make decisions and act on your behalf. Power of Attorney is voluntary and limited to matters of property and finance. It does not allow someone to make personal or health decisions on your behalf. For information on guardianship or personal directives, see page 53.

Limited versus General Power of Attorney

A *limited* Power of Attorney gives your attorney the power to handle certain financial affairs only; for example, your affairs at a particular bank.

A *general* Power of Attorney gives your attorney the power to handle all financial affairs, including applying for and administering federal and provincial benefits.

Power of Attorney/Enduring Power of Attorney

The following is a brief description of the differences between a Power of Attorney and an Enduring Power of Attorney. For more detailed information, visit the Alberta Justice and Attorney General website at **www.justice.gov.ab.ca/dependent_adults/default.aspx.**

Power of Attorney

- you must be mentally competent to appoint an attorney;
- it takes effect immediately; and
- ends if you become mentally incapable of managing your affairs.

Enduring Power of Attorney

- specifically states that the Power of Attorney remains in effect should you become mentally incapable of managing your affairs; and
- can contain conditions, such as requiring a written statement from a physician indicating that a specific event has occurred.

Although not mandatory, you may wish to consult a lawyer for assistance in drafting your Power of Attorney document.

A will is a written document that allows you to set out how your property is to be distributed after you die. A will allows you to name a person to act as your executor after your death and to make certain that your property is distributed according to your wishes. A will does not have any legal force or effect until after you die.

There are three different types of wills:

- **formal will**: prepared for you by a lawyer;
- **holograph will**: prepared by you and done in your handwriting; and
- **will kit**: forms obtained from stationery stores that you complete yourself.

If you require a lawyer or would like more information on wills or executors, contact the Lawyer Referral Service at **1-800-661-1095**. See page 25 for more information.

What Happens if You Die Without a Will?

If you die without a will, your property will be distributed according to the provisions of the *Intestate Succession Act*. Information about this Act is available in the *Saying Farewell* handbook.

To request a copy, contact:

Alberta Seniors and Community Supports
Edmonton: **780-427-7876**
Toll-free: **1-800-642-3853**
or print your own copy at:
www.seniors.gov.ab.ca

FUNERAL PLANNING

Planning your own funeral is something many people would rather avoid. However, it is much easier for everyone if some discussion and decisions have taken place about the type of funeral and burial you might like.

Alberta Seniors and Community Supports publishes *Saying Farewell: A guide to assist you through the death and dying process.* This booklet provides information on funeral planning, who to contact when someone dies and settling affairs. To obtain a copy, contact:

Alberta Seniors and Community Supports
Edmonton: **780-427-7876**
Toll-free: **1-800-642-3853**
or print your own copy at:
www.seniors.gov.ab.ca

Information on funeral planning is also available in the Alberta Funeral Service Association publication *Funerals: An Information Guide.* To obtain a copy, contact:

Alberta Funeral Service Association
5, 5431 43 Street
Red Deer, AB T4N 1C8
Phone: **403-342-2460**
Toll-free: **1-800-803-8809**
Fax: 403-342-2495
Website: **www.afsa.ab.ca**

Alberta Funeral Services Regulatory Board

The Alberta Funeral Services Regulatory Board licenses and investigates complaints about funeral businesses, funeral directors, embalmers and funeral salespeople. They also have information on funeral planning and prearranging a funeral in Alberta.

For more information, contact:

Alberta Funeral Services Regulatory Board
11810 Kingsway Avenue
Edmonton, AB T5G 0X5
Phone: **1-800-563-4652**
Fax: 780-452-6085
E-mail: afsrb@telusplanet.net
Website: **www.afsrb.ab.ca**

ALBERTA 55 PLUS WINTER AND SUMMER GAMES

This association promotes, develops and organizes activities leading to the Alberta 55 Plus Winter and Summer Games and the qualifiers for the Canada Senior Games. Participants take part in playoffs in eight zones across the province to qualify for the games, which are held every two years. Membership fees apply. For information, contact:

Alberta 55 Plus (formerly ASCSRA)
101, 525 11 Avenue SW
Calgary, AB T2R 0C9
Phone: **403-297-2703**
Fax: 403-297-6669
E-mail: ascsra@telus.net
Website: **www.alberta55plus.ca**

HISTORIC SITES AND CULTURAL FACILITIES

An admission discount is provided to all seniors visiting Alberta's heritage facilities. A free guide outlining Alberta's museums and historic sites is available by calling **1-800-252 3782**. For more information, contact:

Alberta Culture and Community Spirit
Heritage and Museums
Edmonton: **780-431-2300**
Website:
www.culture.alberta.ca/heritage/default.aspx
In all other areas of the province, call the **Government of Alberta Call Centre** at **310-0000** to be connected toll-free.

PROVINCIAL PARKS

Some provincial parks and recreation areas offer camping fee discounts to Albertans 65 years of age or older. For more information or to request the Alberta's Parks and Protected Areas map and guide, contact:

Alberta Tourism, Parks and Recreation
Parks Visitor Services
Edmonton: **780-427-3582**
Toll-free: **1-866-427-3582**
Website:
www.tpr.alberta.ca/parks/default.aspx

FISHING LICENCES

Fishing licenses are not required if you are 65 or over and a resident of Alberta. You must carry proof of your age and you must comply with all sport fishing regulations.

Note: This policy does not apply to fishing in national parks in Alberta.

For more information, contact:

Alberta Sustainable Resource Development
Edmonton: **780-944-0313**
Website:
www.srd.alberta.ca/fishwildlife/default.aspx

In all other areas of the province, call the **Government of Alberta Call Centre** at **310-0000** to be connected toll-free.

SENIORS' VIEW OF THE ALBERTA LEGISLATURE

The Seniors' View offers guided tours for groups of seniors along with the opportunity to attend Question Period in the Legislative Assembly and participate in mock legislature debates. You can create a schedule of activities and set a pace that works for you. For more information, contact:

Seniors' View
Visitor Services, Pedway Mall
Edmonton: **780-427-7362**
Fax: 780-427-0980
Website: **www.assembly.ab.ca/visitor**

In all other areas of the province, call the **Government of Alberta Call Centre** at **310-0000** to be connected toll-free.

Quick Reference List

Alberta Aids to Daily Living
Call 310-0000 to be connected
Toll-free 780-427-0731

Alberta Blue Cross™
Toll-free 1-800-661-6995

Alberta Health and Wellness
Alberta Health Care Insurance Plan
Call 310-0000 to be connected
toll-free 780-427-1432

Alberta Monitoring for Health Program
Toll-free 1-800-267-7532

Alberta Registries (Vital Statistics)
Call 310-0000 to be connected
toll-free 780-427-7013

Alberta Seniors Benefit Program
Toll-free 1-800-642-3853
Edmonton 780-427-7876

Alberta Seniors Information Line
Toll-free 1-800-642-3853

Edmonton 780-427-7876

Assured Income for the Severely Handicapped (AISH)
Toll-free 1-866-477-8589
Edmonton 780-644-1364

Canada Revenue Agency
Community Volunteer Income Tax Program
Toll-free 1-800-959-8281
TTY 1-800-665-0354

Consumer Information Centre
Toll-free 1-877-427-4088

Credit Counselling Services of Alberta
Toll-free 1-888-294-0076

Dental Assistance for Seniors Program
Toll-free 1-800-642-3853
Edmonton 780-427-7876

Education Property Tax Assistance for Seniors

Toll-free 1-800-642-3853
Edmonton 780-427-7876

Elder Abuse

Calgary Kerby Rotary Shelter (24 hr)
..... 403-705-3250
Edmonton Seniors Abuse Help Line
(24 hr)..... 780-454-8888
Edmonton Elder Abuse Intervention Team 780-477-2929
Edmonton Seniors Safe Housing
..... 780-702-1520

Family and Community Support Services

For information, contact the Family and Community Support Services office listed in your local telephone directory.

Geriatric Assessment and Rehabilitation Programs

Contact your regional health authority.
Please see pages 42-43.

GST Credit

Toll-free 1-800-959-1953

Handicapped Parking Placard

Call 310-0000 to be connected
Toll-free 780-427-7013

Health Link Alberta

Toll-free 1-866-408-5465

Housing Programs

Provincial Government Programs

Seniors Lodge Program
Seniors Self-Contained Housing Program
Alberta Seniors Information Line
Toll-free 1-800-642-3853
Edmonton 780-427-7876

Residential Access Modification Program
Toll-free 1-877-427-5760
Edmonton 780-427-5760

Federal Government Programs

Emergency Repair Program
Home Adaptations for Seniors Independence
Residential Rehabilitation Assistance Program
Toll-free 1-877-499-7245

Housing Registries

Calgary

Kerby Centre.....403-705-3230

Edmonton

Native Seniors' Centre
.....780-476-6595

SAGE — Seniors Association of Greater Edmonton
.....780-423-5510

Service Canada Call Centre (Government of Canada)

Old Age Security
Guaranteed Income Supplement/Allowance
Canada Pension Plan

English 1-800-277-9914
French 1-800-277-9915
TTY 1-800-255-4786

Income Support Program for Non-Seniors

Alberta Works Income Support
Toll-free 1-866-644-5135
Edmonton 780-644-5135

Landlord and Tenant Information and Consumer Information

Toll-free 1-877-427-4088

Office of the Public Guardian

Calgary 403-297-3364
Edmonton 780-427-0017
Grande Prairie.....780-833-4319
Lethbridge.....403-381-5648
Medicine Hat.....403-529-3744
Red Deer 403-340-5165
St. Paul 780-645-6278

Office of the Public Trustee

Calgary 403-297-6541
Edmonton 780-427-2744

Optical Assistance for Seniors

Toll-free 1-800-642-3853
Edmonton 780-427-7876

Protection for Persons in Care Act

Toll-free 1-888-357-9339

Provincial Parks

Toll-free 1-866-427-3582

Regional Health Authority Services

Long/Short-Term Care
Meals on Wheels
Mental Health Services
Home Care Services
Public Health Services
Day Support Programs

Chinook Regional Health Authority
Lethbridge.....403-388-6111

Palliser Health Region
Medicine Hat.....403-529-8000

Calgary Health Region
Calgary.....403-943-1111

David Thompson Regional Health Authority
Toll-Free.....1-800-752-8957
Red Deer.....403-341-8622

East Central Health
Camrose.....780-608-8800

Capital Health
Edmonton.....780-407-1000

Aspen Regional Health Authority
Westlock.....780-349-8705

Peace Country Health
Grande Prairie.....780-538-5387

Northern Lights Health Region
Fort McMurray.....780-791-6161

Seniors Advisory Council for Alberta

Call 310-0000 to be connected
Toll-free 780-422-2321

Government of Alberta Call Centre

Toll-free 310-0000

Special Needs Assistance for Seniors Program

Toll-free 1-800-642-3853
Edmonton 780-427-7876

Veterans Affairs

Toll-free 1-866-522-2122

We Need Your Help

We'd like your opinion about this publication. Please take a few minutes to fill out this questionnaire and mail it to the following address or fax it to 780-422-8762 (to fax toll-free, first dial 310-0000).

Client and Information Services
Alberta Seniors and Community Supports
Box 3100, Edmonton, AB T5J 4W3

You can also complete the survey online at:
www.seniors.gov.ab.ca

1. Overall, how would you rate your satisfaction with this guide as an information source for seniors?

☐	☐	☐	☐	☐	☐
Very Satisfied	Satisfied	Slightly Satisfied	Slightly Dissatisfied	Dissatisfied	Very Dissatisfied

2. What section of the guide did you find most useful?

☐ Income Support Programs
☐ Housing
☐ Information and Referral
☐ Health Services
☐ Helping Agencies
☐ Protecting You and Your Information
☐ Transportation
☐ General Information
☐ Recreation and Leisure
☐ Other (please specify) _____

3. Do you have any suggestions for how this guide may be improved?

_____

_____

4. Are you (please check only one):

☐ Under 65 ☐ 65 or over ☐ Providing services to seniors

Thank you — your responses will help to ensure the *Seniors Programs and Services Information Guide* continues to meet your needs.

www.seniors.gov.ab.ca

Seniors Programs and Services Information Guide

Alberta Seniors and Community Supports
Box 3100
Edmonton, Alberta
T5J 4W3

Alberta Seniors Information Line

Toll-free: 1-800-642-3853
Edmonton and area: 780-427-7876

Alberta

SCS1071 (2008/08)